Service Manual OS33, OSM und OSPC for the Integral 55

Status: 04/07
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Changes and improvements to the product owing to new technical developments are possible.

Ayava GmbH & Co. KG
GCS/CCD-HW5 Documentation
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Questions about these instructions

Who is part of the target group?
These instructions are intended for persons who install and set up the OS33 operator set and install and configure the applications OSPC and OSM. It makes no difference whether you are using this document in printed or online form. Use these instructions as you see fit, as a reference for individual points or for comprehensive information on installation and configuration.

What kind of information is provided?
These instructions contain information on installing and setting up an OS33 operator set, and on installing and configuring the applications OSPC and OSM. These instructions also contains operating instructions for the OSM application. Some information on commissioning the OS13, the predecessor model to the OS33, is provided in Chapter 4.

What kind of information is not provided?
These instructions do not contain information on operating the OS33 operator set and using the OSPC application.

How are these instructions structured?
These instructions are structured to introduce the user to the subject matter step by step. Once you have read a few pages, you will notice that the topics are structured similarly. Usually, an introduction to the topic is provided first. Then, prerequisites or knowledge are often described. The prerequisites or knowledge are followed by instructions. An illustration or example further clarifies the topic.

Where to find additional information?
Additional information on the topics OS33, OSPC, OSM and TCM (program for software download) is provided in the following instructions.

- OS33 Operating Instructions
- Operating Instructions OSPC
- Brief Description of Service Tool TCM
Application OS33

Chapter overview

**Brief content**

This topic describes the use of the OS33 operator set.

**Contents**

This topic covers the following points.

- Features
- Interfaces
- LCD
- Keys
- Expansions
- Dimensions and weight
Features

Illustration of OS33
The OS33 phone is an ISDN operator set with T3 design. The OS33 operator set can be used with I33x or I55 PABXs. It is downward-compatible (as long as the system is equipped with the required features).

Interfaces
An OS33 operator set has the following interfaces:

- S0 interface
- 2 Link interfaces (only one Link can be signed-on)
- Interface for receiver or headset

Features
The OS33 operator set is equipped with an LCD display, 23 function keys, 12 numeric keys and 10 menu keys. Up to two DSS modules can be connected as a keyboard extension.

A loudspeaker and microphone are built-in for monitoring and handsfree.

OSPC
The OSPC operator set consists of an OS33, a PC and a Windows application. OSPC stands for Operator Set PC.

Select your profile by clicking the respective radio button.
The OSM (Operator Set Manager) software is available for the OS33 operator set. With this software you can load and edit the operator set software and edit customer data or configurations with a PC.

Users and the respective options can be configured and changed with the operator set.

A standard configuration is loaded at the factory. A default user (Tenovis) has been configured with default options.

Versions
The following versions of the OS33 operator set are available:

- OS33.21 polar white
- OS33.21 Template polar white
- Foreign variant; Alpha keypad without printing, template included
- OS33.21 graphite grey
- OS33.21 Template graphite grey
- Foreign variant; Alpha keypad without printing, template included
Interfaces

S0

The operator set is connected to the PABX via an S0 interface. The set uses the TN1R6 protocol.

Note that the OS33 operator set is not bus-capable.

The channel structure of the S0 interface is two B channels with 64 kBit/S each and one D channel with 16 kBit/s. The two B channels transfer the information and the D channel transfers the control and signalling criteria. This channel structure is supplemented with additional control and synchronisation bits so that a total transfer rate of 192 kBit/s results.

Handset or headset

Either a handset or a headset can be connected to the WE socket. The cradle function of the handset can be deactivated.

AEI (via CTI/Audio–Link)

The AEI (Additional Equipment Interface) pursuant to ETSI of the CTI/Audio–Link features an analogue X section and digital Y section. Up to three additional devices can be connected to the AEI interface.

The following equipment can be connected to the AEI interface:
- Headset
- T3 DSS module (up to 2)
- external handsfree device
- second receiver

V.24 interface (via CTI/Audio–Link)

The CTI/Audio–Link is equipped with a V.24 interface (serial RS232 port). This is electrically isolated. The settings of the V.24 interface can be changed in the setup or with the OSM program. A PC can be connected to the V.24 interface of the CTI/Audio–Link.
LCD

Resolution

The LCD display has a resolution of 17 x 40 characters in text and 320 x 240 dots in the graphics mode. Graphic and alphanumeric characters are displayed simultaneously. The LCD display is divided into 8 sections illustrated below.

Illustration

The following illustration shows the sections of the LCD display.

User line

The user line at the top shows the user name, date and time.

Answer side and Assign side

These two lines show information of an answered or pending call. A rectangle shows whether the operator set is active on the answer or the assign side.

Preview

If the operator set is in conversation status and assigned further calls, these calls are shown in the preview. The preview can contain up to three calls of any call type. The calls are listed according to their priority.

Status line

In addition to the various statuses in which the operator set may be, different conditions are also shown to the user. Up to 8 graphic symbols can display these statuses in the status line. The following statuses are symbolized:

- Night service on
- Night service after delay
- Pause
- Entries available in the call list
- Tone ringing off
- Microphone muted
Monitor on

Handsfree on

DTMF signalling active

Headset active

Automatic answer on

Anonymous on (internal call number is suppressed)

### International times

A maximum of two configurable local times can be displayed. The analogue clocks contain a text for the time zone and an abbreviation “am” or “pm”. The minute indicator changes in 1 minute rhythm, the hours indicator in half hour intervals.

The international time can be edited with both the OSM program and the OSPC program.

The PABX synchronizes the time of the operator set.

### Number of waiting calls

In addition to answer side and preview, the overload display shows, depending on the type of call distribution set, the calls waiting at the operator set or the PABX. It sorts the calls according to call types and shows the totals per call type.

### Menus

There are 10 keys below the LCD display. They are labelled at the corresponding position in the lower section of the LCD display. The function of these keys may change during operation.
Keys

Illustration

The following illustration shows the keys schematically.

Numeric keys

The numeric keys are used to select and enter code numbers and to change parameters.

Functions-keys

The OS33 operator set is equipped with 23 function keys, nearly all of which (except 1 to 3 and 21 to 23) can be configured with the OSM. All function keys are already assigned functions at the factory:

1: Switch on
2: Switch off
3: Log out
4: Answering
5: Transfer
6: Disconnect
7: Internal
8: End
9: Busy display
10: Headset
11: Phone book
12: Setup
13: Call charges
14: Line
15: Acoustics
16: Handsfree
17: Monitoring
18: Tone ringing
19: Call list
20: Redialling
21: Escape
22: Clear
23: OK
Menu keys

There are 10 keys below the LCD display. They are labelled at the corresponding position in the lower section of the LCD display. The function of these keys may change during operation. These keys can be defined with the OSM.
# Expansions

## DSS module

Up to two DSS modules can be connected to the OS33 operator set. Each DSS module consists of 36 keys. The user can assign a function, a macro or a dialling destination to every key.

## Headset

The headsets HSG 21 to 24 with the HSG module 2 or various cordless headsets can be connected to the AEI interface of the CTI/Audio–Link.

You can connect the headsets HSG 21 to 24 with a switching module to the handset interface.

Function keys of the set simulate the cradle switch function.

## EDS

The electronic telephone directory EDS (Enterprise Directory System) can be used with a PC. Please see the corresponding documentation for instructions on installing and configuring the EDS.

## Braille module

Various Braille modules can be connected via the V.24 interface of the OS33 or a connected PC. Braille modules enable the output of ASCII characters in Braille via a Braille line.
# Dimensions and weight

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<td>Height</td>
<td>89 to 207 mm (depending on display setting)</td>
</tr>
<tr>
<td>Depth</td>
<td>207 mm to 275 mm (depending on display position)</td>
</tr>
<tr>
<td>Housing</td>
<td>unbreakable plastic</td>
</tr>
<tr>
<td>Weight</td>
<td>1088 g</td>
</tr>
</tbody>
</table>

## DSS module

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Width</td>
<td>140 mm</td>
</tr>
<tr>
<td>Height</td>
<td>82 mm</td>
</tr>
<tr>
<td>Depth</td>
<td>207 mm</td>
</tr>
<tr>
<td>Housing</td>
<td>unbreakable plastic</td>
</tr>
<tr>
<td>Weight</td>
<td>442 g</td>
</tr>
</tbody>
</table>

## LCD

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resolution</td>
<td>320 by 240 dots (Graphic mode)</td>
</tr>
<tr>
<td></td>
<td>Or</td>
</tr>
<tr>
<td></td>
<td>17 lines with 40 characters each (Text mode)</td>
</tr>
</tbody>
</table>
Structure and Wiring

Chapter overview

Brief content
This topic describes the mechanical structure of the operator set. The wiring to the system and the various applications is described. Read how to connect DSS modules, headset, Braille module or PC to an operator set.

Contents
This topic covers the following points.
- Mechanical structure
- S0
- AEI
- Handset or headset
- V.24
- Wiring with the PABX
- Connecting DSS modules
- Connecting a headset
- Connecting a relay
- Connecting a Braille module
- Connecting a personal computer
Mechanical structure

Illustration: OS33

The figure below shows an OS33 operator set and the names of its individual parts.

- Menu keys for various purposes – the current function is shown in the display
- Function keys, partially with LED
- Default assignment see page 18
- Display
- Call display
- Numeric keys for dialling and entering code numbers
- Cover door, over alphanumeric key pad
- Arrow keys for navigating in the display

Illustration: OS33 from below

The following illustration shows the OS33 operator set from below. The ports for links and the other interfaces are located on the underside of the OS33 operator set.
Links

Expansion options and suitability
Only one link can be connected to the OS33 operator set at any given time. The most suitable is the CTI/Audio link. In addition to the use of a CTI application (e.g. OSPC), it also permits the simultaneous use of DSS modules and audio applications. A service link is also suitable for service purposes.

S0

S0 interface
The operator set is connected to an S0 interface via a RJ–45 jack. Only four pins are used. The operator set is also supplied with power through this four lines. The set uses the principle of phantom power supply. One wire pair serves as a feed line and the other as the return line of the feed current. The S0 interface of the OS33 operator set is not busable and cannot be supplied with emergency power.

Illustration: RJ jack
The following illustration shows the RJ jack and the S0 interface.

Assignment
The following table shows the assignment of the S0 interface.

<table>
<thead>
<tr>
<th>Connection</th>
<th>S0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pin</td>
<td>1  2  3  4  5  6  7  8</td>
</tr>
<tr>
<td>ISDN Assignment</td>
<td>free  free  a2  a1  b1  b2  free  free</td>
</tr>
<tr>
<td>System</td>
<td>free  free  RXA  TXA  TXB  RXB  free  free</td>
</tr>
</tbody>
</table>
AEI

AEI Interface
The AEI (Additional Equipment Interface) pursuant to ETSI of the CTI/Audio link features an analogue X section and digital Y section. Up to three additional devices can be connected to the AEI interface.

The connection is made via a RJ–12 jack. A connecting cable must not exceed the total length of 6 m.

The following devices are anticipated:
- Headset
- Relay
- DSS modules

Illustration: RJ jack
The following illustration shows the RJ jack of the AEI interface of the CTI/Audio link.

Assignment
The following illustration shows the assignment of the AEI interface of the CTI/Audio link.

<table>
<thead>
<tr>
<th>Connection</th>
<th>AEI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pin</td>
<td>1</td>
</tr>
<tr>
<td>Assignment</td>
<td>XTE OUT</td>
</tr>
</tbody>
</table>
Handset or headset

You can connect either a handset or a headset to the RJ–10 jack. If you also connect a switching modules, you can switch between handset and headset.

Illustration: RJ jack

The following illustration shows the RJ–10 jack for a handset or headset.

Assignment

The following table shows the assignment of the RJ–10 jack for a handset or headset.

<table>
<thead>
<tr>
<th>Connection</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pin</td>
<td>SK−</td>
<td>HK+</td>
<td>HK−</td>
<td>SK+</td>
</tr>
<tr>
<td>Assignment</td>
<td>SK = speech capsule (microphone)</td>
<td>HK = listening capsule</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
V.24

V.24 interface

The CTI/Audio link (Reference number: 49.9902.0190) is equipped with a V.24 interface. The serial V.24 interface is electrically isolated. The connection is made via a RJ–45 jack.

To connect a PC, use the PC connection cable assigned the link (8–pin RJ on 9–pin SUB–D jack).

Illustration: RJ jacks

The following illustration shows the RJ jack of the V.24 interface of the CTI/Audio link.

V.24 interface

V.24 assignment

The following table shows the assignment of the V.24 interface of the CTI/Audio link.

<table>
<thead>
<tr>
<th>Connection</th>
<th>Pin</th>
<th>V.24 interface</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assignment</td>
<td>8</td>
<td>RTS</td>
</tr>
<tr>
<td></td>
<td>7</td>
<td>CTS</td>
</tr>
<tr>
<td></td>
<td>6</td>
<td>GndPC</td>
</tr>
<tr>
<td></td>
<td>5</td>
<td>NC</td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>NC</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>GndPC</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>RXD</td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>TXD</td>
</tr>
</tbody>
</table>
Wiring with the PABX

Connection to main distribution frame

The OS33 operator set is connected with the S0 interface of the PABX through the main distributor.

Install the PABX. Connect the main distributor (HV) as specified for the standard system.

Note that the S0 interface of the OS33 is not buscapable. You can only connect one operator set to an S0 interface.

Illustration: HV

The following schematic diagram shows the connection of an OS33 operator set to the main distributor frame.

Range of S0 interface

In the planning of the wiring network it must be taken into account that the range of the S0 interface differs with respect to the cables used. At a cable cross-section of 0.6 mm, the range for the installation cable is about 1000 m. Calculate the maximum range with the cable attenuation. The attenuation may be a maximum of 6 dB.

The use of different cable types and the number of distributors in the network reduces the range of the S0 interface.

When connecting the line network, the following instructions must be adhered to:

– The cables of the S0 interface must be twisted wire pairs.
– The shields of the cables must be connected to the earth potential on both sides.

Universal Connection Unit UAE 8/8

The S0 interface is connected to the operator set with so-called Universal Connection Units (UAE).

– The universal connection units satisfy the requirements of IEC 603–7.
– Version with one or two connection possibilities, connection direction 45° from below. The plug release catch must be actuated from above.
– 8-pin socket with 8 contacts
– The connection is made with numbered screw terminals and an additional terminal for auxiliary wires (screen). The screw terminals are suitable for a maximum of 2 wires Ø0.8 mm.
Installing terminating resistors

One 100 ohm terminating resistor each must be installed between the terminals clamps 4 and 5 (TXA and TXB) and between 3 and 6 (RXA and RXB).

Depending on the type of installation at the customer’s offices, the following can be used: an adapter plug, a plug with integrated terminating resistors or discrete components.

UAE 8/8, AP

Universal connection unit UAE 8/8 (8), surface mounted.
**UAE 8/8 (8), UP–K**

Universal connection unit UAE 8/8 (8), flush–mounted combinable.

![Diagram of UAE 8/8 (8) socket](image)

**Accessories for UP assembly**

UP combi socket, 71 x 71 x 45 mm, DIN 49073
(see PI–S 10 – 06.03.)
or UP socket ∅ 60 mm (58 switch socket), DIN 49073
Cover plate according to DIN 49075, wt, (see PI–S 10 – 03.09.)
single, 80 x 80 x 5 mm
double, 80 x 151 x 5 mm

**Assignment of the 8–pin sockets**

The two reducers must be removed in order to plug in 8–pin plugs. They can be removed from the socket with a screwdriver.

![Diagram of 8–pin socket](image)

<table>
<thead>
<tr>
<th>Connection</th>
<th>S0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pin</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>7</td>
</tr>
<tr>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>ISDN Assignment</td>
<td>free</td>
</tr>
<tr>
<td>System</td>
<td>free</td>
</tr>
<tr>
<td>RXB</td>
<td>TXB</td>
</tr>
<tr>
<td>TXA</td>
<td>RXA</td>
</tr>
<tr>
<td>free</td>
<td>free</td>
</tr>
</tbody>
</table>
Connecting DSS modules

Application

Up to two DSS (Direct Station Select) modules can be connected to the OS33 operator set. Each DSS module contains 36 keys arranged in a 12x3 matrix. The keys are marked with labelling strips. The user can assign a function, a macro or a dialling destination to every key. An LED is built into each key. This can signal various states.

The keys of a DSS module can be configured with the operator set with the OSM or OSPC software.

Illustration: OS33 and two DSS modules

The following illustration shows an OS33 operator set and two DSS modules.

![Illustration of OS33 and two DSS modules]

Note: Always connect the power supply unit to the outer DSS module.

Light Emitting Diodes

The LEDs indicate the following statuses:

<table>
<thead>
<tr>
<th>Status</th>
<th>Busy display</th>
</tr>
</thead>
<tbody>
<tr>
<td>off</td>
<td>free (idle state)</td>
</tr>
<tr>
<td>on</td>
<td>conversation</td>
</tr>
<tr>
<td>flashes slowly</td>
<td>external busy</td>
</tr>
</tbody>
</table>
Illustration: DSS module

The following illustration shows a DSS module from below.

Illustration: Wiring of DSS modules

Up to two DSS modules can be connected to the AEI interface of the CTI/Audio link. Further additional devices can be connected to the last DSS module: Switch contact module, headset or second handset.

Block diagram of DSS module connection
(view from below)
Connecting a headset

Connection to AEI interface

For the connection of a headset HSG 21 to 24 to the AEI interface of the CTI/Audio link, an HSG module 2 is required.

The cordless headsets HSG Link DECT 2, HSG DECT dual or HSG Blue 1 can be connected directly to CTI/Audio-Link.

With the function key "Headset" (see Pg. 18) the user switches the headset on the AEI interface of the CTI/Audio link on or off.

Equipment to the connection via the AEI interface

The following accessories can be connected to the AEI interface of the CTI/Audio link.

- HSG module 2
  for AEI interface
  for the headsets HSG 21 to 23, HSG 24 Multiset

- HSG Link DECT 2
  with integrated AEI/DECT-adapter

- HSG DECT dual
  with integrated AEI/DECT-Adapter

- HSG Blue 1
  with integrated AEI/DECT-Adapter
Connection to handset interface

You need a switching module to connect a headset of the type HSG 21 to 23 and HSG 24 Multiset to the handset interface. The switchover module enables the user to switch over between the handset and the headset.

Headsets

The following headsets can be connected.

HSG 21
This headset is equipped with a cushioned speaker and does not require a headband.

HSG 22
This headset is equipped with a loudspeaker and a headband.

HSG 23
This headset is equipped with two loudspeakers and a headband.

HSG 24 Multiset
Convertible, one-sided ear band or headband model with T-shaped pads.
Connecting a door device relay

**Application**

You can connect a relay to the AEI interface of the CTI/Audio link or the connected DSS modules. They require a switch contact module for the connection.

The function key **Tape** of the OS13 switches the relay on. The text of the function key **Tape connection** can be changed with the **OSM**, e.g. to Door opener.

**Connection**

If one or two DSS modules are connected to the operator set, the switch contact module is connected to the last AEI interface.
Connecting a Braille module

Application

The Braille module is available in two versions. The one version of the Braille module can be connected to the V.24 interface of the CTI/Audio link ("small solution"). Please see the instructions included with the Braille module for connection and operating instructions.

The other version of the Braille module can be connected to an existing V.24 interface of the PC on which the OSPC ("large solution").

The PC sends the information to the Braille module. This information can then be called on the Braille module. The user selects a desired line with the thumb keys. This is then displayed in Braille.

The "large solution" is always supported directly by the manufacturer of the Braille module.

Braille illustration

The following illustration shows the rows of dots of Braille for small letters and numbers.

```
abcdefghijklmnopqrstuvwxyz, 
0123456789
```
Connecting a personal computer

**Application**

A PC can be connected to the operator set via the V.24 interface of the CTI/Audio link.

With a PC you can use the Program Operator Service Manager (OSM) and the Program Operator Set PC (OSPC).

**PC on V.24 interface**

The PC (COM port) is connected to the CTI/Audio link (Western socket V.24 on underside of link) via the PC connection cable provided.

**PC with USB adapter on USB interface**

The OSPC can be operated using a USB adapter, if, for example, the PC has no (free) V.24 interface.

The USB adapter automatically installs a free COM port (e.g. COM port 3, if the PC comes with two built–in COM ports). You must then select this COM port when configuring the OSPC.

*Note*: The Adapter must be installed als COM port 1 through 4!

There is no difference in operation compared to the built–in COM ports.
Commissioning OS33

Chapter overview

Brief content
In this topic you will learn how to switch on an OS33 operator set and how to make the basic settings.

Contents
This chapter covers the following topics.
- Before commissioning
- Switching on and logging in
- Setting operator set (Setup)
- Setup: Speed dialling keys
- Setup: Busy display, emergency numbers and pass
- Setup: AEI and V.24
- Setup: Configuration and program
- Menu overview
- Menu structure
- Basic program (Bootloader)
- Loading a program
- Loading a configuration
Before commissioning

Site

Please observe the following instructions when selecting the site for an operator set:

- Avoid extreme temperatures, high humidity, vibrations, dust and direct sunlight.
- Provide adequate ventilation.

Delivery scope

Please observe the instructions below prior to commissioning.

A standard configuration is loaded at the factory. A default user (Avaya) has been configured with default options.

- Only transport the OS33 operator set in its original packaging.
- Check all the delivered parts for transport damage.

The delivery scope includes:
- Telephone with receiver and connected connecting cord, operating instructions with labels, CD, template (only with international version)

Setting up the operator set

Set up the operator set in the service and management program. Observe the instructions in the relevant manual.

The OS33 operator set must be set up as a digital position (DIPL), a B channel enabled and the Telephony (TLP) service specified. You must select “no” for special position.

Checking the assembly

Check the following points before starting up:

- The telecommunications system must be set up.
- The wiring must have been installed.
- The cable for the S₀ interface is not yet plugged in.
Switching on and logging in

1. A Flash EPROM contains the user program and a standard configuration in the delivered state. After connecting the cable for the S0 interface, the login window appears. If the contrast of the display is not properly set, you can set it correctly with the lower right-hand display key. However, it must then be noted that the contrast is then not yet saved and will be reset to the initial value following a reset. You can save the contrast in the menu

Audio (see Pg. 45)

If a Link is connected, its compatibility to the OS33 is tested during login. The CTI/Audio–Link (≥ L102) and the Service–Link (≥ L102) are approved with the OS33 A package.

So that it becomes apparent to the local revisor/user that an incompatible Link is inserted in the OS33, the software states of any Links installed are also displayed in the idle window (in the logged–out state) in addition to the software version of the OS33.

If the software version supports the transparent mode and the Link type is permissible, the following text appears: “OK”. Otherwise “ERROR” is displayed.

Logging in

Proceed as follows.

1. Press the key (unlocking). The Log in menu appears. You can accept an incoming call.

2. In the standard configuration a user “Avaya 1996” with Revisor authorization is set up. The password for this user is “000000”.

3. Enter the identification number with a maximum five digits (ID). Use the ID “1996” the first time.

4. Move the cursor down.

5. Enter the six-digit password. The first time, use the password “000000”.

6. Confirm your changes with (OK). The user interface appears. You can now operate the operator set or change settings in the Setup menu. Please see the operating manual for operation of the operator set.
## Error messages

The following error messages are possible.

<table>
<thead>
<tr>
<th>Error message</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PABX does not answer</td>
<td>The S0 connection to the system has been interrupted. Check the wiring in this case.</td>
</tr>
<tr>
<td>D channel released</td>
<td>The S0 connection to the system has been interrupted. Check the wiring and the configuration of the connection in the PABX in this case.</td>
</tr>
<tr>
<td>D channel connection faulty</td>
<td>The S0 connection to the system has been interrupted. Check the wiring and the configuration of the connection in the PABX in this case.</td>
</tr>
<tr>
<td>Unused OP code detected</td>
<td>Error in program execution</td>
</tr>
<tr>
<td>Escape OP code detected</td>
<td>Error in program execution</td>
</tr>
<tr>
<td>Stack overflow</td>
<td>Error in program execution</td>
</tr>
</tbody>
</table>
Setting operator set (Setup)

Options
You can edit the features and settings of the OS33 operator set in the Setup menu. The Setup menu offers you the following options:
- Edit user (User)
- Edit destination dialling keys (Dest)
- Edit busy indicator (BD)
- Input emergency call number (Eme)
- Read set password (Pass)
- Set AEI interface (AEI)
- Set V.24 interface (V.24)
- Edit Configuration (Conf)
- Make audio and contrast settings (Audio)
- Configuration of Alpha keyboard (Alpha)

Authorisation
There are four authorisations for the Setup menu.
- **Temporary staff**
  A user set up as a temporary help cannot start the Setup menu or edit settings.
- **Operator**
  A user set up as an operator may edit destination dialling keys and read the set password.
- **Supervisor**
  A user set up as a supervisor may edit all settings apart from AEI interface and V.24 interface.
- **Revisor**
  A user set up as a revisor may edit all settings.
Start setup

Proceed as follows.

1. You can only call the Setup menu if the operator set is not in the call distribution (night service). Disconnect the operator set from the call distribution. Press the “-” key (Off).

2. Press the Setup key (see page 18). The Setup menu appears. In the Setup window a software arrow is shown which indicates that the Transparent mode of the Link has been deactivated. A software download is then possible. The arrow is only activated when a user of the type “Revisor” is logged in.

Keys and symbols in Setup menu

In the Setup menu the following keys and symbols are offered for the various settings. The function of the keys and characters is explained in the following.

- **User**
  - User editing
  - Starts user editing.

- **Dest**
  - Speed dialling keys
  - You can edit the speed dialling keys.

- **BD**
  - Busy display
  - You can edit the busy display.

- **Eme**
  - Emergency number
  - You can edit the emergency number.

- **Pass**
  - Set password
  - You can view the set pass and, if a Link is inserted, the Link pass.

- **AEI**
  - AEI Interface
  - You can edit the settings of the AEI interface of the CTI/Audio–Link.

- **V.24**
  - V.24 interface
  - You can edit the settings of the V.24 interface of the CTI/Audio–Link.

- **Conf**
  - Reset configuration
  - Resets the configuration.

- **Alpha**
  - Configure Alpha keyboard
  - Specify keyboard pattern (AZERTY, QWERTY, QWERTZ or AZERTR)

- **Audio**
  - Audio settings
  - For setting audio parameters and the contrast
New
You create a new entry.

Edit
You can edit the marked entry.

Rem
Remove
You delete the assignment of an element (e.g. destination dialling entry) on a certain key. The element is not deleted.

Ass
Assign
You assign an element (destination dialling entry) to a key.

Changeover
Changeover from Page 1 to Page 2 (e.g. Terminal pass)

Scroll forward
You scroll forward one page.

Scroll back
You scroll back one page.

Fast scroll forward
You scroll forward up to 10 pages, if present.

Fast scroll back
You scroll back up to 10 pages, if present.

Numeric keys (0, 1, 2, 3, 4, 5, 6, 7, 8, 9)
Enter digits or change option of a parameter.

Pointer
The pointer marks an entry.

Cursor (flashes)
The cursor marks a current character.
User (Edit user)

In this menu you can enter new users, change data and options of a user or delete users.

On the operator set you can set up a maximum of ten users (via OSPC any desired number of users can be entered). Revisor and supervisor must always be set up. This leaves a maximum of 8 users which you can set up either as temporary help or operator.

The revisor is “Avaya” in the delivered state. You can change the name.

1. To start the user editing function, press User .

Editing the user

Proceed as follows.

1. Press the New key if you want to create a new user.
2. With the Edit key you edit the marked user (the logged–in user cannot edit his/her own data).
3. The settings for New and Edit are the same.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>maximum 18 characters</td>
</tr>
<tr>
<td>ID</td>
<td>one to five digits</td>
</tr>
<tr>
<td>Password</td>
<td>always six digits</td>
</tr>
<tr>
<td>Type</td>
<td>Temporary staff</td>
</tr>
<tr>
<td></td>
<td>Operator</td>
</tr>
<tr>
<td></td>
<td>Supervisor</td>
</tr>
<tr>
<td></td>
<td>Revisor</td>
</tr>
</tbody>
</table>

4. Type

You can assign a certain authorization for a user.

A user set up as a temporary help cannot start the Setup menu or edit settings.

A user set up as an operator may edit destination dialling keys and read the set password.

A user set up as a supervisor may edit all settings apart from AEI interface and V.24 interface.

A user set up as a revisor may edit all settings.

5. Confirm your changes with the key (OK).
Edit options of a user

You can set the following options for a user:

- Acoustic signalling
- Call types
- Call options
- Display
- Outgoing Traffic
- Hold calls
- Extras
- Assign

1. A user is marked. Press the key (OK).
2. Select an option with the (up) or (down) key.
3. Select the option with the key (OK).

Acoustic signalling

You can set the following parameters for the acoustic signalling function.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervision</td>
<td>off</td>
</tr>
<tr>
<td></td>
<td>on</td>
</tr>
<tr>
<td>during Overload</td>
<td>Buzzer off</td>
</tr>
<tr>
<td></td>
<td>Buzzer on</td>
</tr>
<tr>
<td>Second call</td>
<td>Not audible</td>
</tr>
<tr>
<td></td>
<td>like first call</td>
</tr>
<tr>
<td></td>
<td>Buzzer once</td>
</tr>
<tr>
<td></td>
<td>Buzzer period.</td>
</tr>
<tr>
<td>id. on hold</td>
<td>on</td>
</tr>
<tr>
<td></td>
<td>off</td>
</tr>
</tbody>
</table>

Supervision

You can set whether the tone call is Speakered. If the “on” function is active, a switched–off tone ringing is switched back on after ten seconds.

during Overload

You can switch the acoustic signalling during Overload on and off.

Second call

You can set the acoustic signalling of a second call.

Reminder beep hold calls

You are able to set hold calls to be indicated by a reminder beep.
**Internal relay**

The old hardware of the OS13 had an internal relay that is not supplied with the new hardware. However, the settings also affect new hardware (from program version 114) on the operator sets OS13 and OS33.

**Off:** the internal relay function is off (old hardware default). The DECT headset can only be connected with this setting at the OS13 with new hardware and at the OS33.

**Call:** The internal relay switches upon a call (old hardware). The older Ellipse headset can only be connected to the new hardware with this setting.

**Day/Night:** The internal relay switches upon signing on to and off from call distribution. (new Hardware: this setting has no effect)

**Tape:** the internal relay is used for tape recorder control in the old hardware. The Tape key is active. Please observe the settings for the tape recorder on the Extras tab. (new Hardware: this setting has no effect)

**External relay**

The external relay of the switch contact module T1 can switch for the following possibilities:

**Off:** The External relay function is switched off (default).

**Call:** The external relay switches upon a call.

**Day/Night:** The external relay switches upon signing on to and off from the call distribution.

**Tape:** The external relay is used to control the tape recorder. The Tape key is active. Please observe the settings for the tape recorder on the Extras tab.
Call types

You can set the number of calls, answer key and priority for the following call types.

- External call
- Trunk request
- Direct call
- DID call return (direct inward dialling call return)
- DID call (direct inward dialling call)
- Asist (Consultation call)
- Renewed call
- Charge call
- Hold call
- Internal call
- Emergency call
- OS transfer (Interposition call and transfer)
- Universal answer
- CN DID (Call number direct inward dialling)
- CN oper. call (Call number operator call, Terminal call)
- Recall

<table>
<thead>
<tr>
<th>Parameter</th>
<th>options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of calls</td>
<td>0 to 9</td>
</tr>
<tr>
<td>Answer key</td>
<td>Extl ans</td>
</tr>
<tr>
<td></td>
<td>Hold ans</td>
</tr>
<tr>
<td></td>
<td>Recall ans</td>
</tr>
<tr>
<td></td>
<td>Renew ans</td>
</tr>
<tr>
<td></td>
<td>Intl ans</td>
</tr>
<tr>
<td></td>
<td>Trans. ans</td>
</tr>
<tr>
<td></td>
<td>Chg. ans</td>
</tr>
<tr>
<td></td>
<td>OP ans</td>
</tr>
<tr>
<td>Priority</td>
<td>0 to 9</td>
</tr>
</tbody>
</table>

External call
An external call is coming in via an analog trunk. DID (direct inward dialling) is not possible with this kind of trunk.

Trunk request
A subscriber of a semi–restricted extension dials a code and initiates an internal call to the operator terminal. You answer the call and assign a trunk to the extension.

DID call return
A subscriber dials an invalid number and is switched to the operator set.

DID call call
The operator set is called via call distribution, e.g. with the 0 for operator.

Direct call
Not implemented in I33/I55.
Assist (Consultation call)
An internal subscriber calls an operator with a consultation call. You answer the consultation call. If the internal subscriber hangs up you are automatically connected with the external party.

Renewed call
If a Hold call is interrupted because the internal subscriber hung up or tried an invalid transfer, the call is transferred to your terminal. Chain calls are also signalled as recalls.

Charge call
If charges are recorded for an external call, the charges are displayed at the operator terminal at the end of the call. The charge record cannot be saved, only printed.

Hold call
If a call cannot be switched right away, e.g. because the extension is busy, the call can be put on hold by pressing a key.

Internal call
An internal subscriber calls the operator with the operator number e.g. 9

Emergency call
The set is called via an emergency number (e.g. emergency call from a stuck elevator).

OS transfer (Interposition call and transfer)
External calls can be transferred by other operators.

Universal answer
Several subscribers receive a call consecutively. An unanswered call goes to the next subscriber of the answering ring.

Call number direct inward dialling (CN DID)
The operator terminal is called externally with its physical call number.

CN operator call
An internal subscriber calls the operator set via the physical call number (Operator call)

Recall
The operator assigns an external call to an extension. If the call is not answered, it is automatically returned to the operator after a certain period of time.

Number of calls
In call distribution 1 you can determine how many calls can be available for the certain call type. No more calls are assigned.

Answer key
You can determine the answer key for every call type. You can then answer the defined call types with this answer key.

Priority
Determine the priority of the call type. 9 marks the highest, 0 the lowest priority.
If, for example, an exchange call with priority 7 and an internal call with priority 1 are available, the exchange call appears in the answer side and the internal call in the Caller indentif.. The call with the highest priority is shown on the Answer calling card.
Call options

You can set the following parameter for call options.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sec. before return</td>
<td>0 to 231</td>
</tr>
<tr>
<td>Night service time</td>
<td>0 to 231</td>
</tr>
<tr>
<td>Trunk code conversion</td>
<td>0 to 99</td>
</tr>
<tr>
<td>Automat. answer</td>
<td>0 to 99</td>
</tr>
<tr>
<td>Call distribution</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Version 1</td>
</tr>
<tr>
<td></td>
<td>Version 2c</td>
</tr>
<tr>
<td></td>
<td>Version 2b</td>
</tr>
<tr>
<td></td>
<td>Version 2a</td>
</tr>
</tbody>
</table>

Seconds before return
If a call is not answered within the specified time in seconds, it is returned to the call distribution. If you enter 0 the call is not returned.

Night service time
If a call is not answered within the specified time in seconds, it is passed to the night extension. Providing there is no other operator set in the call distribution, the operator set switches to the “Off” state. If you enter 0 the night service time is deactivated.

Trunk code conversion
If you do not want exchange code conversion, do not enter any digits. Active trunk code conversion analyses incoming call numbers. If the first digits of the call number match the trunk code conversion number, these digits are replaced by the selection code.

The number of the exchange code conversion may have one or two digits.

Example:
A call with the number 094711 comes in. The first two digits (09) mark an incoming bundle.
You cannot call back if this number is entered in the call list.
You must have set the trunk code conversion 09 at the operator terminal.
The first two digits (09) match the trunk code conversion number. The digits are replaced with the selection code, e.g. 0.
The entry 04711 is written to the call list.

Automatic answering
A call is answered automatically after the set time in seconds. The user does not have to press the “Answer” key. If you enter 0 automatic answer is switched off.

Call distribution:
Operator calls (Terminal transfer, CN DID (external operator call), CN operator call (internal operator call)) do not participate in the call distribution, i.e., at the operator set only those calls are signalled that have been configured in the profile. Additional callers will hear a busy tone.

Charge calls and Hold calls are treated in a special way.

– Version 1
  The call distribution assigns the operator set as many calls as specified in
the profile. The overload display informs the user of all calls waiting in the own operator set.

– Version 2a
  The operator set is only assigned one call by the system. The overload display informs the operator about all calls waiting at the PABX and at the operator set.

– Version 2b
  The system always assigns the operator set one call and position–related calls (number programmable in the options). Position–related calles are: Direct calls, Hold calls, OS transfers, CN DIDs, Operator calls, Renewed calls (partly) and recalls.

– Version 2c
  Same as version 2a. However, the overload display shows only the calls waiting at the PABX.

Call types that are not distributed via call distribution are always handled according to Version 1. This also applies if a different version is set.

**Overload display**

The call distribution load or overload is signalled at the operator set with a two–level overload display.

– Overload 1
  With version 2a and 2b:
  If at least one call must wait in the call distribution, the number of waiting calls (in the operator set and the system) is signalled above the appropriate answer key.
  With version 2c:
  The number of calls waiting at the PABX (not at the operator set) is signalled if at least one call is waiting in the call distribution.

– Overload 2
  If a call has to wait longer than 40 seconds or there are more calls than connected positions in the call distribution, this is displayed by an overload window (Overload 2 !). The overload window appears in the position of the international times. In the OSPC a corresponding symbol appears at the right side of the status bar.
Display

You can set the following parameter for display.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority 1</td>
<td>Name</td>
</tr>
<tr>
<td>to</td>
<td>Trunk</td>
</tr>
<tr>
<td>Priority 7</td>
<td>Operator set</td>
</tr>
<tr>
<td></td>
<td>System speed dialling</td>
</tr>
<tr>
<td></td>
<td>Diversion</td>
</tr>
<tr>
<td></td>
<td>no information</td>
</tr>
<tr>
<td></td>
<td>Tel. no.</td>
</tr>
<tr>
<td>Caller indentif.</td>
<td>Off</td>
</tr>
<tr>
<td></td>
<td>Tel. no.</td>
</tr>
<tr>
<td></td>
<td>Name</td>
</tr>
<tr>
<td>Chrg</td>
<td>Indicate 4 digits</td>
</tr>
<tr>
<td></td>
<td>Suppress 4 digits</td>
</tr>
</tbody>
</table>

**Language** *(version ≥ v02.01.000)*

Deutsch, English, Francais, Espanol, Italiano, Nederlands, Türkce, Cesky, Magyar, Slovensko, Russian, Ex.: *language*

**Priority**

You can assign priority 1 to 7 for the options name, line, trunk group, operator set, code dialling, diversion, assign call number. You do not have to set a priority (no entry).

**Caller indentif.**

The call number or name can be selected for the Caller indentif.. The name is only displayed if a corresponding entry (ISDN number) exists in the ITB.

**Charges**

You can have the last four digits of the party number displayed in the call charge display or have them suppressed. The last four digits are marked by a “*”.

**Language**

You can set, in which language all OS33 display text should be displayed. 11 languages are stored in your telephone software.

If your have downloaded an extra language file via OSM, these language is offered additionally as “Ex.: *language*”.

Outgoing Traffic

You can set the following parameter for outgoing traffic.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trunk code</td>
<td>0 to 99</td>
</tr>
<tr>
<td>Autom. seizure</td>
<td>external</td>
</tr>
<tr>
<td></td>
<td>internal</td>
</tr>
</tbody>
</table>
DTMF transmitter

off

on

automatic

Trunk code
Enter the trunk code number.

Automatic seizure
You can select whether an internal or an external connection is established in an Automatic seizure.
DTMF transmitter

This function partially affects the incoming traffic.

You can switch the DTMF transmitter on or off. You can send DTMF signals with the dial block if the DTMF transmitter is switched on. This also applies to incoming calls and so, regardless of the assignment variant (active or passive) a change to the Assign page must take place manually or via the Assign key.

You can set the DTMF transmitter such that it is automatically switched on at the beginning of a call. Then, it is active for Outgoing Traffic only. With this setting, you can switch DTMF on or off with the function key.

With the DTMF function key, you can also switch the DTMF transmitter on or off provided it is not on by default. In this case, the function key has no effect. If the DTMF transmitter is switched on via the function key, the setting is effective even in the case of incoming calls (e.g. door station).

Hold calls

You can set the following parameter for Hold calls.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number</td>
<td>0 to 9</td>
</tr>
<tr>
<td>return</td>
<td>No if disconnected</td>
</tr>
<tr>
<td></td>
<td>Yes if disconnected</td>
</tr>
<tr>
<td>after</td>
<td>0 to 99</td>
</tr>
<tr>
<td>return</td>
<td>Yes after 2 minutes</td>
</tr>
<tr>
<td></td>
<td>No after 2 minutes</td>
</tr>
</tbody>
</table>

Number

You can determine the maximum number of calls which can be placed on hold.

Return

You can determine whether held calls are returned to the system if the operator set is switched off.

After

You can determine the time after which held calls are returned to the call distribution. You must have switched on “Yes if disconnected”.

Return

You can determine that held calls are returned to the system after two minutes.
Extras

You can set the following parameter for variations.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>options</th>
</tr>
</thead>
<tbody>
<tr>
<td>at the start</td>
<td>no disconnection</td>
</tr>
<tr>
<td></td>
<td>Tape recorder on</td>
</tr>
<tr>
<td>at the end</td>
<td>no disconnection</td>
</tr>
<tr>
<td></td>
<td>Tape recorder off</td>
</tr>
<tr>
<td>END key</td>
<td>on answering</td>
</tr>
<tr>
<td></td>
<td>no simulation</td>
</tr>
<tr>
<td>Handset</td>
<td>off when on hook</td>
</tr>
<tr>
<td></td>
<td>on when on hook</td>
</tr>
<tr>
<td>Spkr</td>
<td>off on going off–hook</td>
</tr>
<tr>
<td></td>
<td>no informations</td>
</tr>
<tr>
<td>Signon</td>
<td>automatic</td>
</tr>
<tr>
<td></td>
<td>manual</td>
</tr>
<tr>
<td>Report</td>
<td>off</td>
</tr>
<tr>
<td></td>
<td>on</td>
</tr>
</tbody>
</table>

at the start
A tape recorder can be switched on automatically at the beginning of a conversation. The operator set must be equipped with a CTI/Audio–Link with a V.24 interface. This contains relay contacts which then switch. Please note the settings for the tape (also see Acoustic Signalling).

at the end
A tape recorder can be switched off automatically at the end of a conversation. Please note the settings for the tape (also see Acoustic Signalling).

End key
If you select “on answering”, the current connection is ended automatically on pressing the answer key.

Handset
You can choose whether the handset is through–connected (on) or not (off) at the beginning of the conversation and on hook switch.

Speaker
You can choose whether Supervision is switched off automatically when going off hook or the set state does not change.

Signon
You can set the operator set so that it logs in automatically to the call distribution.

Report
This option is used for service purposes. Do not activate this function!
Assign

You can set the following parameter for Assign.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dial tone</td>
<td>off</td>
</tr>
<tr>
<td></td>
<td>on</td>
</tr>
<tr>
<td>Ringback tone</td>
<td>off</td>
</tr>
<tr>
<td></td>
<td>on</td>
</tr>
<tr>
<td>Busy tone</td>
<td>off</td>
</tr>
<tr>
<td></td>
<td>on</td>
</tr>
<tr>
<td>Supervision</td>
<td>off</td>
</tr>
<tr>
<td></td>
<td>on</td>
</tr>
<tr>
<td>Assign</td>
<td>passive</td>
</tr>
<tr>
<td></td>
<td>active</td>
</tr>
<tr>
<td>Assign, on Busy 2</td>
<td>off</td>
</tr>
<tr>
<td></td>
<td>on</td>
</tr>
</tbody>
</table>

**Dial tone, Ringback tone, Busy tone**
You can choose whether or not these tones are audible at the operator set when Assign.

**Supervision**
When Supervision is switched on, a conversation cannot be assigned to a party until after 2 seconds.

**Assign**
active:
The caller is waiting (connected to an announcement) while you are Assign the call. You can announce the call.

passive:
You keep connected with the caller while you are Assign the call.

**Assign on Busy 2**
You can switch assign on Busy 2 on or off. This parameter is for France only. Always disable this option.
Setup: Speed dialling keys

Start

Proceed as follows.

1. Press the Dest key. You can generate, edit, assign or delete destination dialling keys.

Create and edit a destination dial key

Proceed as follows.

1. Press the New key if you want to generate a new destination dialling key.
2. Enter a maximum 20–character text (e.g. Maldener) and a maximum 24–digit call number (e.g. 07111358635).
3. Acknowledge your inputs with the key.
4. You can also change a destination dialling key later. Press the Edit key for this purpose.

Assign a destination dial key

Proceed as follows.

1. Mark the desired entry with the pointer .
2. Press the Ass key.
3. You can now assign the selected entry to a free key on the set or a DSS module. Press the desired key. You can only assign free keys or overwrite other destination dialling keys. Function keys cannot be overwritten.
4. Acknowledge with the End key or the key (Esc).

Deleting an assignment

You can delete the assignment of a destination dialling key. Proceed as follows.

1. Press the Rem key if you want to delete the assignment of one or more keys.
2. Press the desired key. The assignment is deleted.
3. You can delete several assignments. Press the End key or the key (Esc) when you have deleted the desired assignments.
Removing a speed dial key

You can remove a destination dialling key. First delete the assignment (see Pg. 59). Then proceed as follows.

1. Mark the desired entry with the pointer \(\text{⑤} \).
2. Press the \(\text{\text{Clear}}\) key (Clear).
3. If you really want to delete the element, press the \(\text{\text{OK}}\) key (OK).
Setup: Busy display, emergency numbers and pass

Start

The busy display of the OS33 operator set covers a maximum of 10 pages. Fifty subscribers are shown on every page.

You have to enter the first subscriber number for every page of the busy display. If, for example, you enter the number 1050, the extensions with the numbers 1050 to 1099 appear in the busy display.

1. Press the \( \text{BD} \) key. You can set several options for the busy display.

Editing a page of the busy indicator

Proceed as follows.

1. Move the cursor line by line with the \( \uparrow \) key (down).
2. You can select the pages “1 – 5” or “6 – 10”.
3. Enter the first number of the party section with the numeric keys. You must always enter the maximum number of digits of the call number plan.
   Example:
   With a 3–digit call number plan and the busy indicator for parties 050 to 099, you must enter 050.
4. Confirm your changes with the \( \text{OK} \) key (OK).

Settings of the BA options

You can set the following options for the busy indicator:

<table>
<thead>
<tr>
<th>Parameter</th>
<th>options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Autom. display</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Display duration</td>
<td>Time in seconds</td>
</tr>
<tr>
<td></td>
<td>(between 1 and 99 seconds)</td>
</tr>
<tr>
<td>Close with End</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Yes</td>
</tr>
</tbody>
</table>

Automatic display

In automatic display, the busy indicator appears when an internal call number can be assigned unequivocally to a busy indicator. Example:
A busy indicator for the range 100 to 149 (100) is set up. The user dials an internal subscriber and enters the number 11. The busy display opens. The user can now recognize whether the desired party, e.g. 115 is busy or not.
**Display duration**
You can determine how long the busy indicator is displayed with the display time. The time can be set between one and 99 seconds. The busy indicator is displayed permanently if you enter 0.

**Close with End**
1. With "Close with End" the busy indicator window is closed at the end of the connection.
2. Press any numeric key to change the setting or specify the display time.
3. Confirm your changes with the \( \text{ok} \) key (OK).

---

### Entering an emergency call number (Eme)

Proceed as follows.

1. Press the \( \text{Eme} \) key.
2. You can enter an emergency call number with a maximum 24 digits. Enter the digits with the numeric keys. In the logged out state, the operator set then has an emergency call key.
3. Confirm your entry with the \( \text{ok} \) key (OK).

---

### Reading the set or the Link pass (Pass)

You can only read the set pass; editing is not possible.

1. Press the \( \text{Pass} \) key. Information on the OS33 (terminal pass) is displayed. The information listed are examples.
2. With \( \text{Link1} \) or \( \text{Link2} \) you switch over to the display of the corresponding Link pass. With \( \text{OS33} \) you return to the terminal pass display.
3. With \( \text{1} \leftrightarrow \text{2} \) you can switch over from Page 1 to Page 2.
<table>
<thead>
<tr>
<th>Pass entry</th>
<th>Software init. value</th>
<th>Data source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware type</td>
<td>OS33 S0</td>
<td>Initialisation value</td>
</tr>
<tr>
<td>Ref. number</td>
<td></td>
<td>Production</td>
</tr>
<tr>
<td>BIOS version</td>
<td></td>
<td>Software entry</td>
</tr>
<tr>
<td>PROG version</td>
<td></td>
<td>Software entry</td>
</tr>
<tr>
<td>Suppl. equipm</td>
<td></td>
<td>Production</td>
</tr>
<tr>
<td>Loading date</td>
<td></td>
<td>Software entry</td>
</tr>
<tr>
<td>Protocol</td>
<td>TN1R6</td>
<td>Initialisation value</td>
</tr>
<tr>
<td>BZT–licence</td>
<td>Q114201E</td>
<td>Initialisation value</td>
</tr>
<tr>
<td>Serial number</td>
<td></td>
<td>Production</td>
</tr>
<tr>
<td>Supplier</td>
<td></td>
<td>Production</td>
</tr>
<tr>
<td>Service class</td>
<td>VN</td>
<td>Initialisation value</td>
</tr>
<tr>
<td>Colour</td>
<td></td>
<td>Production</td>
</tr>
<tr>
<td>Memory</td>
<td>1+2 MB</td>
<td>Initialisation value</td>
</tr>
<tr>
<td>Service</td>
<td></td>
<td>Software entry</td>
</tr>
<tr>
<td>HW change</td>
<td>none</td>
<td>Initialisation value</td>
</tr>
<tr>
<td>1st installed</td>
<td></td>
<td>Software entry</td>
</tr>
</tbody>
</table>
Setup: AEI and V.24

Setting: AEI

Proceed as follows.

1. Press the $\text{AEI}$ key.
2. The baud rate 1200 should be set for the AEI interface of the CTI/Audio–Link.
3. Confirm your changes with the $\text{OK}$ key (OK).

Setting: V.24

You can set the following parameters for the V.24 interface:

1. Press the $\text{V.24}$ key. Press any numeric key to change the setting.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data, Parity,</td>
<td>8, none, 1</td>
</tr>
<tr>
<td>Stop</td>
<td>8, odd, 1</td>
</tr>
<tr>
<td>Baud rate</td>
<td>1200</td>
</tr>
<tr>
<td></td>
<td>2400</td>
</tr>
<tr>
<td></td>
<td>4800</td>
</tr>
<tr>
<td></td>
<td>9600</td>
</tr>
<tr>
<td></td>
<td>19200</td>
</tr>
<tr>
<td></td>
<td>38800 (as of OS33 v02.01.000)</td>
</tr>
<tr>
<td>Protocol</td>
<td>Xon/Xoff</td>
</tr>
<tr>
<td>Device</td>
<td>none</td>
</tr>
<tr>
<td></td>
<td>OSM/OSPC</td>
</tr>
<tr>
<td></td>
<td>Printer</td>
</tr>
<tr>
<td></td>
<td>Braille</td>
</tr>
<tr>
<td></td>
<td>Reporter</td>
</tr>
<tr>
<td></td>
<td>ETB–WIN</td>
</tr>
<tr>
<td></td>
<td>Hayes</td>
</tr>
</tbody>
</table>

2. Move the cursor line by line with the $\downarrow$ key (down).
3. Confirm your changes with the $\text{OK}$ key (OK).
Setup: Configuration

Editing the configuration (Conf)

Proceed as follows.

1. Press the $\text{Conf}$ key. You can delete the configuration. When you have deleted the configuration, the default configuration is restored during initialisation.

2. You are prompted whether you really want to delete the configuration.

3. Confirm with the $\text{OK}$ key (OK).
Setup: Alpha keyboard

Configuration of the Alpha keyboard (Alpha)

Proceed as follows.

1. Press the Alpha key.
2. Move the cursor line by line with any desired numeric key.
3. Select the desired keyboard template:
   QWERTY,
   QWERTZ,
   AZERTY,
   AZERTR.
   The designations stand for the assignment of the Alpha keyboard. They indicate the assignment of the first 6 keys of the upper row of the keyboard. The template AZERTR stands for a turkish Alpha keyboard.
4. Confirm with the key (OK).
Setup: Audio and contrast setting

Configuration of the Audio and contrast setting (Audio)

Proceed as follows.

1. Press the Audio key.

2. Setting display contrast:
   Press the menu key (+) or (–) below the display symbol to change the contrast.

3. Setting volumes (handset, loudspeaker, tone ringing):
   Press the menu key (+) or (–) below the display symbols
   (handset volume),
   (loudspeaker volume) or
   (tone ringing volume)
   to change the corresponding volume. Your setting is displayed immediately as a bar.

4. Setting sound of tone ringing:
   Press the menu key (+) or (–) below the display symbol to change the sound of tone ringing.

5. Confirm with the key (OK).
Menu overview

Figure 1

The following illustration shows a schematic diagram of the menu structure (Part 1) of the Setup menu.

1) These settings cannot be edited by a supervisor.
2) Only these settings can be edited or viewed by an operator.
3) With a connected DSS module:
   3: DSS module 1
   4: DSS module 2
Figure 2

The following illustration shows a schematic diagram of the menu structure (Part 2) of the Setup menu.

Setup

Conf Alpha Audio

Cntr
Handset volume
Loudspeaker volume
Ringback tone volume
Sound pattern

Configuration
Figure 3

The following illustration shows a schematic diagram of the menu structure (Part 3) of the Setup menu.
Menu structure

Delivered state

The standard options for the user Avaya are listed below. The user Avaya is set up with Revisor authorization at the factory.

Acoustic signalling

Supervision on
during Overload Buzzer off
Second call not acoustically

Call Types

The following parameters are preset.

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Number of calls</th>
<th>Answer key</th>
<th>Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>External call</td>
<td>3</td>
<td>Extl ans</td>
<td>2</td>
</tr>
<tr>
<td>Trunk request</td>
<td>2</td>
<td>Intl ans</td>
<td>2</td>
</tr>
<tr>
<td>DID return call</td>
<td>2</td>
<td>Extl ans</td>
<td>2</td>
</tr>
<tr>
<td>DID call</td>
<td>2</td>
<td>Extl ans</td>
<td>2</td>
</tr>
<tr>
<td>Direct call</td>
<td>2</td>
<td>Intl ans</td>
<td>2</td>
</tr>
<tr>
<td>Cut–in</td>
<td>2</td>
<td>Intl ans</td>
<td>2</td>
</tr>
<tr>
<td>Renewed call</td>
<td>2</td>
<td>Renew ans</td>
<td>2</td>
</tr>
<tr>
<td>Charge call</td>
<td>2</td>
<td>Chg. ans</td>
<td>0</td>
</tr>
<tr>
<td>Hold call</td>
<td>8</td>
<td>Hold ans</td>
<td>2</td>
</tr>
<tr>
<td>Internal call</td>
<td>3</td>
<td>Intl ans</td>
<td>2</td>
</tr>
<tr>
<td>Emergency call</td>
<td>2</td>
<td>Intl ans</td>
<td>6</td>
</tr>
<tr>
<td>OS transfer</td>
<td>2</td>
<td>Trans. ans</td>
<td>2</td>
</tr>
<tr>
<td>CN–DID</td>
<td>2</td>
<td>OP ans</td>
<td>2</td>
</tr>
<tr>
<td>CN oper. call</td>
<td>2</td>
<td>OP ans</td>
<td>2</td>
</tr>
<tr>
<td>Universal answer</td>
<td>2</td>
<td>Recall ans</td>
<td>2</td>
</tr>
<tr>
<td>Recall</td>
<td>2</td>
<td>Recall ans</td>
<td>2</td>
</tr>
</tbody>
</table>

Call Options

- Seconds before return: 0
- Night service time: 40
- Trunk code conversion: 0
- Automatic answering: 0
- Call distribution: Version 1
Display

Priorit. 1: Name
Priorit. 2: Call number
Priorit. 3: Code dialling
Priorit. 4: Diversion
Priorit. 5: no information
Priorit. 6: no information
Priorit. 7: no information
Caller identif.: Call number
Charges: Indicate 4 digits
Language: english

Outgoing Traffic

Exchange code: 0
Automatic seizure: external
DTMF transmitter: off

Hold calls

Number: 8
Return: Yes if disconnected
After: 0
No back after 2 minutes

Variants

at the start: no connection
at the end: no connection
END key: no simulation
Handset: off when on–hook
Speaker: no information
Login: manual
Report: off

Assign

Dial tone: off
Ringback tone: off
Busy tone: off
Supervision: off
Assign: active
Assign on Busy 2: off
Loading a program

Application

You can load a new program with a PC and the OSM software for the OS33 operator set.
To do this, you must connect the set to a V.24 interface of a PC (cable included with Link) via the V.24 interface of the Service-Link (also possible with CTI/Audio-Link).

Note: You should save the current OS33 configuration before updating the software to version v02.01 (see p. 76)

OS33 with Service-Link (recommended procedure)

On your PC the program OSM must already be installed. Also consider the note „OS33-Software ≥ v02.01“ (see next page).
Proceed as follows.

1. Remove the telephone cable from the S₀ interface jack of the OS33 (if a CTI/Audio-Link is installed, remove it.)
2. Insert the Service-Link and the telephone cable in the S₀ interface jack again.
3. Connect the PC to the V.24 interface of the Service-Link.
4. Log in at the OS33.
5. Press the Setup key.
6. Press the V.24 key. Select OSM/OSPC in the menu device. Let the other settings be unchanged.
7. Press OK. Leave the menu with ESC. The settings are stored in the operator set.
8. Press the Setup key again. OS33 is now prepared for SW download (indicated by the SW arrow in the display).
9. Start the OSM program on the PC and initiate the download process (Terminal Software Download) (see p. 152).

OS33 with CTI/Audio-Link

Proceed the same way as in the case of the Service-Link. Use the CTI/Audio-Link V.24 interface for connecting the PC.

Special cases

OS33-SW ≤ 02.00_000
Link-Software < 102

Should the Link have an older version (< 102), the OS33 have no Setup key or the OS33 software be ≤ v02.00_000, then proceed as follows:

1. Pull the telephone cable out of the S₀ interface jack of the telephone.
2. Press and hold the upper right display key on the OS33.
3. Reconnect the telephone cable.
4. Wait for the “Installation test” display message and then release the display key.
OS33-SW $\geq 02.01$

Please consider the following notes if you'll load SW v02.01 on OS33 or if this software was already loaded.

- The Software version of OSM must be 01.51.006.00.012 at least. Additionally patch OSM.exe v1.51.2.12 must be installed (patch for OS33 software v02.01, see p. 142).
- Baud rate of V.24 connection can generally be set to 38400 with software v02.01 or higher.

TCM

A new program can also be loaded with the TCM software.
Loading a configuration

Application

You can load another configuration for the operator set with a PC and the OSM software. You can save the current configuration of your operator set on a PC as well.

To do this, you must connect the set to a V.24 interface of a personal computer (cable included with Link) via the V.24 interface of the CTI/Audio- or the Service-Link.

Note: Before mounting the Link, the S0 connection cable must always be disconnected (telephone deenergised)!

Loading a configuration

The OSM program must be installed on the PC. Also consider the note „OS33-Software ≥ v02.01“ (see p. 74).

1. OSM: In the OSM program select the V24 Setup command from the OSM menu. You must use the same settings for the OSM and the OS33 operator set.
2. Select the protocol V24.
3. Mark the baud rate of the V.24 interface (software ≥ v02.01: 38400, else: 19200).
4. Mark the parity, data bits, stop bits (8, none, 1).
5. Mark the used port, e.g. Com 1.
6. Click on the OK button to save your changes.
7. OS33: Connect the operator set via the V.24 interface of the CTI/Audio or the Service-Link.
8. Log in on OS33.
9. Press the V24 key of the operator set in the Setup menu. Set the same parameters as in the OSM.
10. Set OSM/OSPC for Device. Confirm the settings with OK.
11. Leave the Setup menu with Esc. Now the settings are stored in OS33.
12. Log out on OS33.
13. OSM: The set parameters (V24 38400 COM x) must appear at the lower right in the OSM dialogue. The connection between the operator set and the personal computer is checked (display at lower right in OSM dialogue: C). Wait until the process has ended. Display at lower right in OSM dialogue: 0. If the display 0 does not appear in the OSM dialogue, click on the symbol of the TSPV driver (blue arrow in Start bar). You may need to set the version (V2.0).
14. Load a configuration with the Open command in the File menu. A dialogue opens.
15. Mark the file with the desired configuration. Confirm with Open. Now this configuration is active in OSM.
16. Select the Hardware command from the OS menu. The dialogue OS appears. Select the correct operator set and software, which is currently loaded in OS33. Confirm with OK.
17. Select the **Configuration adjustment** command from the **Extra** menu. OSM is checking the connection to OS33. The display **Initialisation...** appears. The initialisation lasts about 10 seconds.

18. OSM shows you the name of the current configuration in OSM on the left hand side (e.g. tenovis default) and the name of the configuration of the OS operator set on the right hand side. For both configurations the status is displayed. Either **changed!** or **not changed** is displayed as a status.

19. Click the → button for download.
   The configuration is adjusted.
   At download the operator set displays **Loading the configuration**.
   The PC shows the window **Configuration Adjustment**.

## Saving a configuration

You can save the current configuration of your operator set on a PC. To do this, process steps 1-18 as described above. After that proceed as follows.

1. Click the ← button for upload.
   The configuration of OS33 is loaded in OSM.

2. At upload the operator set displays **Saving the configuration**.
   The PC shows the window **Configuration Adjustment**.
   Now this configuration is active in OSM.

3. Select from the menu **file** the **save** command. Fill in a name for the configuration and confirm with **OK**.
   The configuration has been saved.

## Transfer a configuration from v02.00 to v02.01

When updating a OS33 software v02.00 to v02.01 the current configuration is being overwritten by the default configuration. To avoid the loss of the configuration it must be stored before updating and reloaded afterwards.

1. Save the current configuration on your PC as described above.
2. Load the new software v02.01 to your OS33 (see p. 73)
3. Load the stored OS33 configuration from the PC to OS33 (see p. 75).
   **Note:** Be aware of the correct OS33 software settings at step 16.
Chapter overview

Brief content

This topic provides you with additional information on the OS13 operating set. The OS13 is the predecessor model to the OS33.

Contents

This chapter covers the following topics.

– Basic menu
– Loading a program
– Loading a configuration
Main menu (Bootloader)

Application

In the basic menu, you can reset the operator set, call a diagnostics program or view the pass of the operator set. However, you must press the appropriate key within 10 seconds after plugging in the S0 interface otherwise the operator set is initialised.

Basisprogram (Bootloader)

After plugging in the S0 interface the basic program starts. The Basic menu appears for 10 Seconds. The Basic menu shows the loaded program modules. The following illustration shows the basic menu.

```
TENOVIS  (C) 2000
OS13  Bootloader  V1.05

RDB  (1/2) :
PGR R  :
PRG F :  active
DLM 1  :
DLM 2 (3) :  active

PRG  F   DLM 2
```

Display of Basic menu

The Basic menu shows the following informations.

- **RDB:** Debugger (only for the development)
- **PGR R:** User program in RAM (following download)
- **PGR F:** User program in flash
- **DLM 1:** Download module 1
- **DLM 2:** Download module 2

“active” shows which program is loaded.

Keys of Basic menu

You can use the following keys within 10 seconds at the Basic menu.

- **PRG** Starts the user program
- **DLM** Starts the download module

If the “PRG” or “DLM” keys are not pressed, the modules marked with “active” are started.

If no valid user program can be found, the download module is started.
Download Module

The download module is a program. With this program you can download a user program or a download module from the OSM via the AEI or V.24 interface.

If you have started the download module at the basic menu the main menu appears. The following illustration shows the main menu.

```
TENOVIS     OS13 DLM V1.05 (C) 2000
AEI —none 1200 Bd V24 [OSM] 38400

Go        debg    Pass    V24    Cont
```

Display of the main menu

The main menu shows the current interface parameters.

<table>
<thead>
<tr>
<th>interface</th>
<th>Condition state of the interfaces</th>
<th>Baud rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>AEI</td>
<td>none</td>
<td>1200 Bd</td>
</tr>
<tr>
<td>V.24</td>
<td>OSM</td>
<td>38400 Bd</td>
</tr>
</tbody>
</table>
Loading a program

Application
You can load a new program with a PC and the OSM software for the OS13 operator set. To do this, you connect the set to a V.24 interface of a PC via the AEI interface or an existing V.24 interface.

AEI Interface
You require an active AEI adapter with the reference number 19.4101.2002 as a connection. The program OSM must be installed on the PC. The corresponding hardware must be set.

1. In the OSM program select the V24 Setup command from the OSM menu.
2. Select the protocol AEI.
3. Mark the maximum baud rate of 19200 baud.
4. Select the port used, e.g. Com 1.
5. Click on the OK button to save your changes.
6. Connect the operator set to the AEI adapter via the AEI interface.
7. Connect the AEI adapter to the V.24 interface (RS232) of the PC.
8. Supply power to the active AEI adapter.
9. Plug in the S0 interface to supply power to the operator set. Wait until the BIOS menu appears.
10. Press the key V24 on the OS13 operator set. Set the same parameters as in the OSM for the V.24 interface. Set none for Device. Confirm the settings with OK.
11. Press the LOAD key (old OS13 hardware) or press the DLM key (new OS13 hardware).
12. The set parameters (AEI 19200 COM x) must appear at the lower right in the OSM dialogue. The baud rate between the operator set and the personal computer is negotiated (display at lower right in OSM dialogue: C). Wait until the process has ended. Display at lower right in OSM dialogue: 0. It appears on the operator set display, e.g. “AEI found: Baud 19200”, for example, appears in the operator set display. If the display 0 does not appear in the OSM dialogue, click on the symbol of the TSPV driver (blue arrow in Start bar). You may need to set the version (V1.x).
13. In the OSM program select the Programm Download command from the Extra menu. The program download starts.
14. The operator set checks the version number of the program. You cannot load the same or an older version. The operator set rejects these. If the display: STOP OS13 does not answer appears, repeat the process from point 1.
15. The following appears in the OSM: Checksum OK. Press the OK key.
16. The login window appears on the OS13 operator set.
V.24 interface

Proceed as follows.

1. The OSM program must already be installed on the personal computer.
2. In the OSM program select the V24 Setup command from the OSM menu.
4. Mark the maximum baud rate (38400) of the V.24 interface.
5. Mark the parity, data bits, stop bits.
6. Select the port used, e.g. Com 1.
7. Click on the OK button to save your changes.
8. Connect the operator set to the PC via the V.24 interface.
9. Supply the operator set with power.
10. Press the key V24 on the OS13 operator set. Set the same parameters as in the OSM for the V.24 interface. Set OSM/OSPC for Device. Confirm the settings with OK.
11. Press the LOAD key (old OS13 hardware) or press the DLM key (new OS13 hardware).
12. The set parameters (V24 19200 COM x) must appear at the lower right in the OSM dialogue. The connection between the operator set and the personal computer is checked (display at lower right in OSM dialogue: C). Wait until the process has ended. Display at lower right in OSM dialogue: 0. It appears on the operator set display, e.g. “V.24 found: Baud 38400”, for example, appears in the operator set display. If the display 0 does not appear in the OSM dialogue, click on the symbol of the TSPV driver (blue arrow in Start bar). You may need to set the version (V2.0).
13. In the OSM program select the Program Download command from the Extra menu. The program download starts.
14. The operator set checks the version number of the program. You cannot load the same or an older version. The operator set rejects these. If the display: STOP OS13 does not answer appears, repeat the process from point 1.
15. The following appears in the OSM: Checksum OK. Press the OK key.
16. The login window appears on the OS13 operator set.
Loading a program

Please only use the following instructions if you are an experienced user.

You can load a download module for the operator set with a PC and the OSM software.

You can use the AEI interface or V.24 interface of the operator set for this purpose.

The OSM program must already be installed on the personal computer. The corresponding hardware must be set.

1. Rename the original user program eprogn.b in the folder ..\Tenovis\TenovisOS\Data\Endg\ or copy it to another directory.
2. Rename the file of the new download module DLM.A in eprogn.b.
3. Copy the file of the download module eprogn.b to the folder ..\Tenovis\TenovisOS\Data\Endg\.
4. Load the new download module like a user program.
5. After loading, the OS13 detects whether it is a user program or a download module. The OS13 is equipped with 2 memory locations for a download module(DLM1 and DLM2). The download module is loaded and activated in the free memory location. The old download module is deactivated.
6. After you have loaded the download module, rename the original user program to eprogn.b again or copy it back from the other directory.
Loading a configuration

Application

You can load another configuration for the operator set with a PC and the OSM software.

You can use the AEI interface or V.24 interface of the operator set for this purpose.

AEI Interface

The OSM program must already be installed on the personal computer. The corresponding hardware must be set.

1. In the OSM program, select the V24 Setup command from the OSM menu.
2. Select the protocol AEI.
3. Mark the maximum baud rate of 19200 baud.
4. Mark the used port, e.g. Com 1.
5. Click on the OK button to save your changes.
6. Connect the operator set to the AEI adapter via the AEI interface.
7. Connect the AEI adapter to the V.24 interface (RS232) of the PC.
8. Supply power to the active AEI adapter.
9. Plug in the S0 interface to supply power to the operator set.
10. Press the V24 key of the operator set in the Setup menu. Set the same parameters as in the OSM. Set none for Device. Confirm the settings with OK.
11. The set parameters (AEI 19200 COM x) must appear at the lower right in the OSM dialogue. The baud rate between the operator set and the personal computer is negotiated (display at lower right in OSM dialogue: C). Wait until the process has ended. Display at lower right in OSM dialogue: 0. It appears on the operator set display, e.g. “AEI found: Baud 19200”, for example, appears in the operator set display. If the display 0 does not appear in the OSM dialogue, click on the symbol of the TSPV driver (blue arrow in Start bar). You may need to set the version (V1.x).
12. Load a configuration with the Open command in the File menu.
13. In the OSM program, select the Configuration adjustment command from the Extra menu. The configuration adjustment starts. You can only perform the configuration adjustment in the logged out state of the operator set. If the display: STOP OS13 does not answer appears, repeat the process from point 1.
V.24 interface

The OSM program must be installed on the PC.

1. In the OSM program select the V24 Setup command from the OSM menu. You must use the same settings for the OSM and the OS13 operator set.

2. Select the protocol V24.

3. Mark the baud rate of the V.24 interface.

4. Mark the parity, data bits, stop bits.

5. Mark the used port, e.g. Com 1.

6. Click on the OK button to save your changes.

7. Connect the operator set via the V.24 interface.

8. Supply the V.24 interface of the operator set with power.

9. Press the V24 key of the operator set in the Setup menu. Set the same parameters as in the OSM. Set OSM/OSPC for Device. Confirm the settings with OK.

10. The set parameters (V24 19200 COM x) must appear at the lower right in the OSM dialogue. The connection between the operator set and the personal computer is checked (display at lower right in OSM dialogue: C). Wait until the process has ended. Display at lower right in OSM dialogue: 0. It appears on the operator set display, e.g. “V.24 found: Baud 38400”, for example, appears in the operator set display. If the display 0 does not appear in the OSM dialogue, click on the symbol of the TSPV driver (blue arrow in Start bar). You may need to set the version (V2.0).

11. Load a configuration with the Open command in the File menu.

12. In the OSM program, select the Configuration adjustment command from the Extra menu. The configuration adjustment starts. You can only perform the configuration adjustment in the logged out state of the operator set.
Chapter Overview

What information does this topic contain?
This topic contains information on the start–up and installation of OSPC. You can find out how to operate OSPC in the operating instructions or in the online–help.

Contents
This chapter deals with the following topics.

– Making yourself familiar with the Components
– System requirements
– Installations (Setups)
– Installing OSPC
– Updating a version (converting)
– Setting the address parser
– Installing the conneCTIon
– Installing accessories
– Connecting other databases
– Storing and restoring the Hayes–W–TAPI database
– Translator Hayes-W-TAPI
– Tips and tricks
Making yourself familiar with the Components

List of Components

No matter whether calls are being operated for an extensive audience or just a small group of people, the **OSPC** operating workstation provides exactly the resources and functions required in order to competently transfer calls to the right contact partners. Various components have to be installed and made ready for operation in order to utilise an OSPC operator workstation. The following list shows all the components. The following descriptions exemplify the functions of the individual components.

- **OSPC application**
- **Database / Jonas**
- **OS_TSPV**
- **conneCTion**
- **SVA-manager (PUM, NBA)**
- **Service provider**
- **AT dialer**
- **Web-server**
- **WebAccess**
- **Conversion tool**
- **Absence info server**

Components: **OSPC utilisation**

The **OSPC** Application is a client application, with which you can access various servers and data bases.

Components: **Database / Jonas**

A database is required to operate the **OSPC** Application. The data base contains the configuration and telephone book data. A database management system **Sybase Adaptive Server Anywhere 6.0.3** (ASA) and an application server, Jonas, are used for the data.

It is not possible to separate **Jonas** and **ASA**. Both servers must be installed on the same PC.

Components: **OS_TSPV**

The OS—Telephony Service Provider (TSPV) is used for the communication between the OS 33 operator set and the OS—TAPI.
Making yourself familiar with the Components

Components: conneCTion

The conneCTion application establishes the connection between the SVA Manager and the telecommunications system in order to guarantee PUM or NBA functions. The License Server is also needed as a prerequisite for ConneCTion to set up a connection to the telecommunications system. A license is not needed. (These are checked by the OSPC in the License Manager).

Version 2.0x or above has to be used for conneCTion.

ConneCTion comprises three components.

CTI–Server
The CTI Server provides basic features.

CTI–Admin–Tool
The CTI Server can be configured with the CTI–Admin tool.

Com Man
Com Man acts as the interface between the CTI Server and TK system.

Components: PUM

PUM means Personal User Mobility. You can log in and out with OSPC agents using PUM. You require conneCTion to use this feature. You require a clear (closed) call number plan. If ConneCTion 3.1 or higher is used this limitation does not exist if the call numbers with node number are not longer than 9 digits. PUM is installed using the SVA Manager.

Components: NBA

NBA means network–wide busy display. You require conneCTion for the network–wide busy display. You require a clear (closed) call number plan (due to the limitations of conneCTion). NBA is installed using the SVA Manager.

Components: Service–Provider

You have to install a TSPV (Telephony Service Provider) in order to be able to use the telephone functions with Windows applications like Microsoft Outlook.

Components: AT Dialer

An AT Dialer simulates a modem on a virtual COM port in the operating system. The AT Dialer behaves like a modem with Hayes–based applications and converts orders to the appropriate W–TAPI calls.

Components: Web–server

A web server is required for the web absence message. The web server has to be installed on the same PC as the databases. OSPC uses the Tomcat web server. Please observe that you cannot use any other web server (i.e. Apache web server) for OSPC.

Components: WebAccess

WebAccess contains the HTML and Java server sites for the Webserver in order to be able to configure absence messages with the help of the AIS (see below) or via a browser.

Components: WebAccess Admin Tool

This tool serves to reset the subscriber password for WebAccess.

Components: Conversion tool

You can use a conversion tool to convert the database in the case of an OSPC upgrade. The conversion tool converts a version V201 OSPC database to V210.

Components : Absence Info Server (AIS)

The OSPC Application uses AIS to recognise and use a web absence message set up in Microsoft Outlook. AIS is installed in the network on a central computer and has access to the Exchange server via MAPI.
Components: License Manager

The Licence Manager has to be available in the network. This manager handles the OSPC licences with its components.

Components: Calendar Information

You can retrieve calendar information using Outlook or Lotus Notes. Only one option can be used at a time. An active client on the OSPC client computer (and a calendar license) are needed for this.
System Requirements

Hardware: Server
The following minimum requirements apply on hardware for a PC running server components.

- PC with Intel Pentium III Processor operating on 3 GHz
- 512 MByte random access memory (RAM)
- 250 MByte available disk space (according to the amount of data)
- CD–ROM drive (for the installation of the operating system)
- MF keyboard (Windows–compatible keyboard recommended)
- Pointer (mouse)
- 19"-VGA-colour monitor

Software: Server
The following minimum requirements apply on the installed software for a PC running server components.

If you use PUM or the network–wide busy display then you have to use conneCTIon. Please observe that conneCTIon only works on Windows NT and Windows 2000.

- Windows NT 4.0 operating system including Year2K update with service pack 6a (or above)
- Windows 2000 operating system, SP4
- Windows XP Professional operating system, SP2
- Windows 2003 server operating system

Hardware: Client
The following minimum requirements apply on hardware for a PC on which the OSPC application is running.

- PC with Intel Pentium III Processor operating on 2 GHz
- 256 MByte random access memory (RAM)
- 70 MByte available disk space
- CD–ROM drive (for the installation of the operating system)
- MF keyboard (Windows–compatible keyboard recommended)
- Pointer (mouse)
- Graphic card with a resolution of at least 1024 x 768 pixels and 65,536 colours (2 MB storage)
- 19”-VGA colour monitor (a 21” VGA monitor for visually impaired users)
- 1 available COM interface (2 available COM interfaces, when a Braille line is switched on.)
- You require a printer that can do graphics in order to print out fee data, statistics and legend strips.
- Windows XP Professional operating system, SP1

LAN Coupling
Client-Server
Client and server must be coupled via a LAN offering sufficient bandwidth.
Software: Client and Single User

The following minimum requirements on the installed software apply for a PC running the OSPC Application.

- Windows NT 4.0 operating system including Year2K update with service pack 6a (or above) or
- Windows 2000 operating system, SP4 or
- Windows XP Professional operating system, SP2, or
- Windows 2003 server operating system
- You require Microsoft Outlook 2000 or above in order to be able to use the web absence message with Microsoft Outlook.
- You require Microsoft Outlook 2000 or above in order to be able to use the web absence message without Microsoft Outlook. You can use one of the following browsers:
  - Microsoft Internet Explorer Version 4 or above
  - Netscape Explorer Version 4.7 or above
  - Opera Version 5 or above
- The fonts Arial and Arial Bold have to be installed.

Hardware: Single User

The same pre-requisites apply for the hardware and the server for a PC with single-user solution.

- PC with Intel Pentium III Processor operating on 3 GHz
- 512 MByte RAM
- 350 MByte available disk space (depending on data)
- CD-ROM drive (for the installation of the operating system)
- MF keyboard (Windows– compatible keyboard recommended)
- Pointer (mouse)
- Graphic card with a resolution of at least 1024 x 768 pixels and 65,536 colours (2 MB storage)
- 19”–VGA colour monitor
  (a 21” VGA monitor for visually impaired users)
- 1 available COM interface (2 available COM interfaces, when a Braille line is switched on.)
- You require a printer that can do graphics in order to print out fee data, statistics and legend strips.
### Overview Licences

The following chart shows which OSPC I55 licences you require for the utilisation of which features.

<table>
<thead>
<tr>
<th>Licence Name</th>
<th>Licence name in *.lic</th>
<th>Effect on OSPC</th>
</tr>
</thead>
<tbody>
<tr>
<td>OSPC I55 operator workplace</td>
<td>FEATURE I55_operatorsetPC</td>
<td>The OSPC client can only then start</td>
</tr>
<tr>
<td>OSPC I55 for each further client</td>
<td>INCREMENT I55_operatorsetPC</td>
<td>The OSPC client can only then start</td>
</tr>
<tr>
<td>OSPC I55 ext. databases</td>
<td>FEATURE I55_externalDB</td>
<td>External data sources can only then be connected. Only one license per system is needed.</td>
</tr>
<tr>
<td>Telephone book LDAP, ODBC, exchange, notes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OSPC I55 absence web tool</td>
<td>FEATURE I55_webabsence</td>
<td>The web server can only then work (basis for AIS &amp; WebBrowser). Only one license per system is needed.</td>
</tr>
<tr>
<td>Subscriber</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OSPC I55 PUM display</td>
<td>FEATURE I55_PUMdisplay</td>
<td>You only then get the menu entry &amp; PUM function. Only one license per system is needed.</td>
</tr>
<tr>
<td>OSPC I55 web absence entry and exchange message</td>
<td>FEATURE I55_absenceCalendar</td>
<td>You only then get the &quot;calendar web absence&quot; function. Only one license per system is needed.</td>
</tr>
<tr>
<td>and notes</td>
<td>INCREDENTS I55_BL 500</td>
<td></td>
</tr>
<tr>
<td>OSPC I55 BL info 200 (500; 500 upgrade)</td>
<td>FEATURE I55_BL 200 (500)</td>
<td>Monitor points for PUM/NBA</td>
</tr>
<tr>
<td>OSPC I55 licence network-wide busy display</td>
<td>INCREMENT I55_NBADisplay</td>
<td>You only then get the menu entry &amp; NBA function. Only one license per system is needed.</td>
</tr>
</tbody>
</table>
# Installations (setups)

## Checks prior to installation
The graphic card must work on a resolution of at least 1024 x 768 pixels and 65,536 colours.
Network support must be installed, at least one “MS Loopback Adaptor”.

## Suitable installations
The following installations (setups) have to be carried out in order to be able to use all OSPC functions. Each installation has its own installation file.
- OSPC
- WebAccess
- SVA-Manager
- Absence Info Server (AIS)
- License Manager

## Setup: OSPC
Install the following components using the OSPC installation.
- OSPC Application (Client)
- Database
- Web Server
- Conversion tool
- AT Dialer
- Service provider (TAPI Driver)
- Licence Manager

## Setup: WebAccess
Install the following components using the WebAccess installation.
- HTML pages
- Java Server pages
- Activate the web server

## Setup: SVA-Manager (PUM- & NBA-Server)
By installing the SVA Manager (Smart Operating Apparatus) you are installing the SVA Manager as a "Monitor Server" for PUM/NBA.

## Setup: Absence Info Server (AIS)
By installing the Absence Info Server you are installing the components for the absence info via the Microsoft Outlook absence assistant.

## Setup: License Manager
By installing the Licence Manager you are installing the licence admin programme for OSPC (from v200), ADN 8 and more.
Installing OSPC

Setup Types

The following setup types are differentiated against when installing OSPC. You must install the appropriate setup types depending on the application.

- **User**
  You can select the desired components. This setup type is only for experienced users.

- **OSPC Client**
  Install OSPC without a database. Use this setup type for a client server solution. Please observe that you have to install the OSPC server (database) on an appropriate PC prior to the installation of the OSPC Client. You require the appropriate host names or TCP / IP address of the OSPC server and the name of the OSPC database for the OSPC Client.

- **OSPC Single User**
  Install OSPC with a local database. You can use this setup type for a single user solution.

- **OSPC Server**
  Install database. Use this setup type for a client server solution.

Setup Call on installed OSPC

When the setup is called up again then you have the opportunity of changing, repairing or deinstalling the programme.

If you select the option "Change", you will access the setup type "User".

Start Installation

Exit the other Windows programmes (i.e. MS WORD). **Ensure that no database Adaptive Server Anywhere (ASA) is running.** Exit any ASA (service) that is running. If you are using a screen saver under Windows, please switch it off before installing **OSPC**. You can use the screen saver again as usual when the installation is completed.

Proceed as follows to start the installation:

1. Insert the OSPC installation CD in your CD drive. The start page "Overview" opens in your standard–browser.
2. Click on **OSPC**. Confirm the safety prompt. The **WELCOME** dialogue appears.
3. Click on **Continue**. The **Licence Agreement** dialogue appears. Read and pay attention to the copyright.
4. You have to agree to the licence agreement for the installation. Click on **Yes**. The **User Information** dialogue appears.
5. Please enter user name and company name. You can use a maximum of 40 alphanumeric characters for one entry. Click on **Continue**. The **Setup Type** dialogue appears.
6. Select the desired Setup Type. Click on **Continue**. The further course of action is provided for in the following instructions.
Installation of Setup
Type: User

The installation has started and you have selected the setup type User.

1. The **Select Components** dialogue appears. Select the desired components.

2. Click on **Continue**. The **Select Target Path** dialogue appears. You can select the folder, to which the appropriate client file shall be copied. Use default.

3. Click on **Continue**. The **Telephone Book Server** dialogue appears. You have to provide the following information.
   - **Server**
     Shows the host name of the database server. In this case it is the Local Host or the TCP/IP number, when no DNS Server is installed in the network.
   - **Port**
     Shows the port for database access via the telephone book server (Jonas). Accept default.

4. Click on **Continue**. The **Database** dialogue appears.
   - **Name**
     Shows the name of the database (engine name in the ODBC settings). Accept default. The name of the database has to be clearly defined in the network.
   - **Port**
     Shows the port for the database server. Accept default settings.

5. Click on **Continue**. The **SVA Manager** dialogue appears. If you want to use PUM or NBA you have to provide the following information:
   - **Name**
     Enter the host name of the PC here, on which the SVA Manager is running.
   - **Port**
     Enter the port here, via which you can gain access to the SVA Manager.

6. Click on **Continue**. The **Setup Type** dialogue appears. Select the appropriate option. On the back of the operating apparatus OS you’ll find the reference number. OS13_a old hardware equivalent to reference number 20.5945.xxxx. OS13_b new hardware equivalent to reference number 49.9807.xxxx. OS33 is clearly selected.

7. Click on **Continue**. The **Setup Type** dialogue appears, when OS13 old hardware or OS33 are selected. Enter the programme version that is used by the operating device.

8. Click on **Continue**. The **Braille Line** dialogue appears. Use default.

9. Click on **Continue**. The **Language Packages** dialogue appears. Enter any further language packages to be installed.

10. Click on **Continue**. If you have selected the database, the **OSPC Server Components** dialogue appears. You can select the folder for the server components. Accept default settings. Please observe that the name of the file does not contain any spaces.

11. Click on **Continue**. If you have selected the AT Dialer, the **Setup Type** dialogue appears. You can now select the virtual COM port.

12. Click on **Continue**. If you have selected the converter, the **Select the path to OSPC V201 database** dialogue appears. Here you have to enter the path where the saved copy of the database (Version 201) is located.
13. Click on **Continue**. The **Port** dialogue appears. Enter here via which port access to the converted database Version V201 should take place.

**Port**
Shows the port with access to the converted database.

14. Click on **Continue**. The **Select Programme Folder** dialogue appears. The current folder is shown. Use the default setting.

15. Click on **Continue**. Installation is starting. This procedure requires a few minutes.

16. Select **Yes, Restart Computer**.

17. Click on **Complete**. The PC is shut down and restarted.

18. The **Outlook Redemption** dialogue window appears. Agree with the licence agreement (I agree) Press **ok**.

19. You can use the installed components.
Installation of Setup
Type: OSPC Client

The installation has started and you have selected the setup type OSPC CLIENT.

1. Click on Continue. The Select Target Path dialogue appears. You can select the folder, to which the appropriate client file shall be copied. Use default.

2. Click on Continue. The Telephone Book Server dialogue appears. You have to make the following information:
   - **Server**
     Shows the host name of the database server. The setting is local host or the TCP/IP number, when no DNS Server is installed in the network. Here **you have** to enter the computer names or the IP address of the OSPC server.
   - **Port**
     Shows the port for database access via the telephone book server (Jonas). Enter the OSPC server port here.

3. Click on Continue. The Database dialogue appears.
   - **Name**
     Shows the name of the database. Enter here the name of the OSPC database server (engine name in the ODBC settings).
   - **Port**
     Shows the port for the database server. Enter the port of the OSPC database server.

4. Click on Continue. The SVA Manager dialogue appears. When you want to use PUM or NBA you have to provide the following information:
   - **Name**
     Shows the host name of the PC on which the SVA Manager is running.
   - **Port**
     Shows the port with access to the SVA Manager.

5. Click on Continue. The Setup Type dialogue appears. Select the appropriate option. On the back of the operating apparatus OS you’ll find the reference number. OS13_a old hardware equivalent to reference number 20.5945.xxxx. OS13_b new hardware equivalent to reference number 49.9807.xxxx. OS33 is clearly selected.

6. Click on Continue. The Setup Type dialogue appears, when OS13 old hardware or OS33 are selected. Enter the programme version that is used by the operating device.

7. Click on Continue. The Braille Line dialogue appears. Use default.

8. Click on Continue. The Language Packages dialogue appears. Enter any further language packages to be installed.

9. Click on Continue. The Select Programme Folder dialogue appears. The current folder is shown. Use the default setting.

10. Click on Continue. Installation is starting. This procedure requires a few minutes.

11. Click on Complete. The PC is shut down and restarted.

12. The Outlook Redemption dialogue window appears. Agree with the licence agreement (I agree) Press ok.

13. You can use the installed components.
Installation of Setup
Type: Single User

The installation has started and you have selected the setup type Single User.

1. Click on Continue. The Select Target Path dialogue appears. You can select the folder, to which the appropriate client file shall be copied. Use default.

2. Click on Continue. The Telephone Book Server dialogue appears. You have to make the following information:
   - **Server**: Shows the host name of the database server. In this case it is the Local Host or the TCP/IP number, when no DNS Server is installed in the network.
   - **Port**: Shows the port for database access via the telephone book server (Jonas). Accept default.

3. Click on Continue. The Database dialogue appears.
   - **Name**: Shows the name of the database (engine name in the ODBC settings). Accept default. The name of the database has to be clearly defined in the network.
   - **Port**: Shows the port for the database server. Accept default setting.

4. Click on Continue. The SVA Manager dialogue appears. When you want to use PUM or NBA you have to make the following information:
   - **Name**: Shows the host name of the PC on which the SVA Manager is running.
   - **Port**: Shows the port with access to the SVA Manager.

5. Click on Continue. The Setup Type dialogue appears. Select the appropriate option. On the back of the operating apparatus OS you’ll find the reference number. OS13_a old hardware equivalent to reference number 20.5945.xxxx. OS13_b new hardware equivalent to reference number 49.9807.xxxx. OS33 is clearly selected.

6. Click on Continue. The Setup Type dialogue appears, when OS13 old hardware or OS33 are selected. Enter the programme version that is used by the operating device.

7. Click on Continue. The Braille Line dialogue appears. Use default.

8. Click on Continue. The Language Packages dialogue appears. Enter any further language packages to be installed.

9. Click on Continue. The OSPC Server Components dialogue appears. You can select the folder for the server components. Accept default. Please observe that the name of the folder is not to contain any empty spaces.

10. Click on Continue. The Select Programme Folder dialogue appears. The current folder is shown. Use the default setting.

11. Click on Continue. Installation is starting. This procedure requires a few minutes.

12. Select Yes, Restart Computer.

13. Click on Complete. The PC is shut down and restarted.

14. The Outlook Redemption dialogue window appears. Agree with the licence agreement (I agree, ok).

15. You can use the installed components.
Installation of Setup
Type: OSPC Server

The installation has started and you have selected the setup type OSPC Server.

1. Click on Continue. The Telephone Book Server dialogue appears. You have to make the following information:
   - **Server**
     Shows the host name of the database server. In this case it is the Local Host or the TCP/IP number, when no DNS Server is installed in the network.
   - **Port**
     Shows the port for database access via the telephone book server (Jonas). Accept default.

2. Click on Continue. The Database dialogue appears.
   - **Name**
     Shows the name of the database (engine name in the ODBC settings). Accept default. The name of the database has to be clearly defined in the network.
   - **Port**
     Shows the port for the database server. Accept default setting.

3. Click on Continue. The SVA Manager dialogue appears. When you want to use PUM or NBA you have to make the following information:
   - **Name**
     Shows the host name of the PC on which the SVA Manager is running.
   - **Port**
     Shows the port with access to the SVA Manager.

4. Click on Continue. The OSPC Server Components dialogue appears. You can select the folder for the server components. Accept default. Please observe that the name of the folder is not to contain any empty spaces.

5. Click on Continue. The Select Programme Folder dialogue appears. The current folder is shown. Use the default setting.

6. Click on Continue. Installation is starting. This procedure requires a few minutes.

7. Select Yes, Restart Computer
   Note: You can also start installed services via the Windows Service Manager without having to restart the computer.

8. Click on Complete. The PC is shut down and restarted.

9. You can use the installed components.

Setup with SMS

The setup of OSPC is SMS–compatible (can be remote installed).

If you start an installation from the entry console with `setup.exe -r` the setup procedure is recorded. A `setup.ins` file is created and written in the root directory. Start an installation in the so–called silent mode with `setup.exe -s` and all information in the `setup.ins` file is read.

Examples can be found on the installation CD.

Branch Solutions

Branch databases are linke via the OSPC config tools like any other database.

Deinstallation

You can remove components from OSPC (deinstall) at any time. Proceed as follows to remove the components:
Installing OSPC

1. Double click on **Software** in **Settings**.
2. Before you can remove **OSPC** you have to remove the possibly installed components **PUM, NBA** and **WebAccess**.
3. Select **OSPC**.
4. Click on **Remove**. OSPC is removed.

**Application Server Settings (Jonas).**

If the OSPC is run using a large database (> 5000 data sets) or it is connected to large databases, then Jonas requires larger memory allocations. This is carried out by configuring Jonas (Tenovis phonebook server) in the Jonas.conf-file.

1. Open the **Jonas.conf** file with an Editor. It is in the directory:
   ```
   c:\Tenovis\Servers\serviceconf\n   ```
2. Search for the line "wrapper java maxmemory" in the "wrapper properties".
3. Change the default value from 64 (corresponds to 64 MB) as requested. 136 MB are sufficient for 15000 data sets.
4. It should furthermore be necessary to alter the default time for the transaction timeout. This can be done using the OSPC configuration tools in the JONAS register. An increase to 300 seconds is recommended.

After the installation of the OSPC Server you should first of all configure the address parser. See chapter OSPC config tools (→ page 120).
Introduction

You can also install a conversion tool with OSPC. This conversion tool enables you to transfer the data of an existing OSPC Version 201 database to the current OSPC Version 211 database.

The conversion for versions older than 201 must therefore take place in two steps:

   For this you require the OSPC Version 201 conversion tool. This can be installed using the appropriate OSPC installation CD. An installation of the actual OSPC application is not necessary.

2. Convert Version V201 to Version 210/211.

1. Converting Version 0xx to Version 201

Application

You can transfer the data of an existing OSPC Version 019 database or lower to the OSPC 201 version with the help of the conversion tool in version 201. A differentiation is made between the telephone book itself and the configuration data. The configuration data contains the users and their profiles.

Rules for Conversion

The configuration data is transferred wherever possible. Points such as NBA or PUM, which were not as yet available, are exempted from this procedure.

The following rules are to be taken into consideration when converting data:

- The field Name of the existing phone book becomes the Surname unless the name was entered as Surname, First Name. In this case the value in front of the comma is accepted as Surname and the value after the comma is accepted as First Name.

- The call number from the existing data is transferred to the field business related 1.

- The category can be transferred into a personally defined data field, if necessary. The data field must be a structure field.

Requirements

The following requirements have to be met in order to successfully convert the data.

- Prior to the installation of a current OSPC version, OSPC Version 019 or lower has to be installed on your PC or a step 1 database must exist. If this is the case then you will be asked if you want to install the conversion tool during the OSPC installation. If only a database is available, then the conversion tool must be manually installed. Please select the setup type “User” in order to carry out this procedure. You can also retrospectively install the conversion tool when you access the setup again and then select the option “Change” there.

- Database server must be running.

- Address parser is appropriately set. The appropriate information can be found in the online help or in the OSPC operating instructions.
### Installation

If an OSPC V019 is installed, the installation procedure runs without asking. If an older version or only an OSPC database is available, the setup asks where the database is located. You can select the appropriate folder or enter information manually. If a non-existing folder is selected, it is created. The ospc.dbc file and all remaining database files must be located in this folder at the time of converting.

### Converting

The conversion tool is an external function. You have to start the conversion tool.

1. Click on **Start**.
2. Click on **Programmes**.
3. Click on **Tenovis**.
4. Click on **Database Converter**. The conversion tool starts. The Address Parser Settings dialogue appears.
5. The data of the address parser is automatically read. The address parser has not yet been set if the fields are empty (continue on with point 6). Otherwise continue on with point 9.
6. The address parser has to be set. Information on the address parser can be found in the following topic and in the operating instructions or OSPC online help.
7. Carry out the settings in the address parser or check the settings.
8. Click on **Save** to save the settings.
9. Click on **Next>>**. The **OSPC Converter Tool** dialogue appears.
10. You can select whether you want to convert the configuration (Convert Configuration) or ITB (Convert ITB). Select the desired option. You can also select both options at the same time.
11. If the ITB option is selected, you have to enter the external line code (ELC) of the existing data. The external line code is removed on converting. The existing data uses a leading external line code. Example: Entry: 0071113501, the ELC here is the 0.
12. Click on **Convert** to convert the data.
13. When you convert ITB, the ITB Converter appears. The following settings are to be made in this case:
   - **Accept category in field Image directory**
     Select a phone book field, which accepts the contents of the existing category. Use the phone book field category. If you do not use the phone book field category, you have to set up and use an appropriate telephone book field of the structure type (see operating instructions or OSPC online help). You have to enter the path to the folder, which contains the images from OSPC Version 019 or lower.
14. Click on **Convert**. The data is converted. The procedure can take a few minutes depending on the extent of the data. Close the conversion tool after the data has been converted.
2. Converting Version 201 to Version 210/211

Installation

The Database Converter can be installed using the OSPC installation. Requirements:
– The setup type "User" has been selected.
– The converter can only be installed when the server components (database) are installed.

During installation the user is asked about the path to the database of Version 201 (ospcdb.db file) and the port, to which the telephone book server responds.

A link is inserted into the Tenovis programme group of the start menu.

Information

User data, work profiles and telephone book configurations and data, Top 100 and favourites are converted.

Data, which was previously converted via zConfig (data sources, data flows and UpdateService) is not converted.

Manual configuration of Dataset fields after the conversion:

If you have created new fields in the Dataset (Structure Types) in version V201, these will be converted but cannot be displayed in the Dataset due to the system.

You will see the correct display as soon as you have configured the missing fields in the Dataset.

Converting

Start the converter via the link Start > Programmes > Tenovis > Database Converter.

This starts a batch. The actual converter starts the database which is to be converted in a separate ASA server under the name of OSPCV201ToConvert. An ODBC DSN with the name OSPCV201ToConvert is set up on this server during the installation.

The server appears as a symbol in the Windows systemtray.

The converter uses this DSN and the standard DSN to the OSPC database (OSPC) in order to convert the data from the source database to the new OSPC database.

The ASA server has to be exited after successful conversion. Click onto the symbol in the Systemtray with the right mouse button. A context menu opens. Click on Exit The server is exited.

2a. Converting V201 -> V210/211 in Silent Mode

Use

As of version OSPC V211 it is possible to run the Database Converter in Silent Mode. In this mode no visible dialog is opened during the conversion.
2a. Converting V201 -> V210/211 in Silent Mode

Installation

1. Installation of Database Converter by OSPC V210 setup.
2. Copy the two files DBConverter.jar and converterlog.properties into the (C:\Tenovis\servers) server directory.
3. Enter the new third parameter silent in the converter201.bat start batch.

Example of a converter201.bat:
C:\Tenovis\Servers\JDK\jre\bin\javaw -Djava.naming.provider.url=rmi://localhost:21099 -cp;C:\Tenovis\Servers\dbconverter.jar;C:\Tenovis\Servers\JONAS\lib\RMI_jonas.jar;C:\Tenovis\Servers\libs\pom2.jar;com.tenovis.apps.ospc.dbconverter201to210.DBConverterApp;OSPCV201ToConvert OSPC silent

Start

The conversion is started as before (see previous chapter).

Information

Log and error outputs are written into the file .\converter.log.
Installing conneCTIon

Where can you find further Information?

You can find out how to install and set up conneCTIon from the relevant operating instructions. This is not explained in this topic. You only find out which settings you have to use for OSPC and how to start the installation.

Observe the following for OSPC

Observe the following settings when installing and starting up conneCTIon. The following settings only show important settings for OSPC.

- **ComMan**
  Access type I33 CSTA
  Port: 5001 (use default)
  Activate interface for standard programmes

- **CTI Server**
  End point 5005
  Protocol ncacn_ip_tcp
  CSTA Port 2555
  CSTA Trace Port 5557
  CSTA Protocol CSTA218Appl

- **CTI Admin**
  CSTA–DLLs installed
  Private Data 0 or 64000
  Set up users for NBA and PUM
  Set up telephones and agents

- **License Server**
  Manual installation without HASP driver
  Admin tool is not mandatory

Installing conneCTIon

Proceed as follows to install conneCTIon: The conneCTIon component does not necessarily have to be installed on the OSPC server. The CTI server has to be available for the clients in the network.

1. Insert the OSPC installation CD in your CD drive. The start page "Overview" opens in your standard–browser.
2. Click on **CTI Components** A new page appears
3. Consecutively install the following components for conneCTIon.
   - **ComMan**
   - **CTI Server**
   - **CTI Admin Tool**
   - **Licence Server**

Observe the above–mentioned settings during the installation.

The licence server has to be installed, because conneCTIon does not support the licensing via the Licence Manager. conneCTIon only requires a running licence server, but no licences for operations with OSPC!
Install
WebAccess

Proceed as follows to install the WebAccess component:
The WebAccess component has to be installed on the OSPC Server.

1. Insert the OSPC installation CD in your CD drive. The start page "Overview" opens in your standard–browser.
2. Click on WebAccess Confirm the safety prompt. The WELCOME dialogue appears.
3. Click on Continue. The Licence Agreement dialogue appears.
4. Click on Yes to accept the licence agreement. The Select Target Path dialogue appears.
5. Accept default. Click on Continue. The data is installed.

Installing
WebAccess Admin Tool

A new link has to be set up in order to be able to run the WebAccess Admin Tool. Change to the OSPC directory (c:\Programme\Tenovis\Tenovis Integral OSPC) in the Windows Explorer.

1. Select the StartAbsenceAdmin.bat file. Set up link.
2. Open StartAbsenceAdmin.bat in Editor. Copy the line.
3. Process the link. Delete target and insert copied line.
   If necessary, adjust the port number in this line to suit the server installation.
Installing Accessories

Installing SVA Manager

The components PUM and NBA are installed using the SVA manager. The installation only has to be carried out one in the network. This takes place with the installation using the OSPC server. Only the installation path is requested in case of other installations. This is pre-assigned with the path, in which the OSPC server was previously installed.

Requirements: conneCTIon must be running in the network.

Proceed as follows to install the components from the SVA Manager.

1. Insert the OSPC installation CD in your CD drive. The start page “Overview” opens in your standard-browser.
2. Click on the SVA Manager (PUM & NBA Server). Confirm the safety prompt. The WELCOME dialogue appears.
3. Click on Continue. The InstallShield shows the licence agreement.
4. Click on Yes to accept the licence agreement. The Target Path dialogue appears.
5. If you want to changes the given path, click on the Search button. Change the path as desired.
6. Click on Continue. The setup installs the SVA Manager.
7. Click on Complete. The configuration programme SVA ManagerConfig starts. Comments on the configuration can be found in after the following chapter.
8. Save the settings with Save. The configuration is completed.
9. Start the SVA Manager with Yes. The InstallShield is completed.
10. Click on Complete. SVA Manager is installed and automatically started, if you have clicked No under point 9.

Information on SVA Manager

The SVA Manager is an independent server for NBA and PUM. The server is set to conneCTIon and linked to a TCP/IP interface using OSPC. The server is only seen as a windowless application in the Task Manager and shut down at the end of a Windows session. Versions of the programme can be viewed via the TTrace Monitor.

The server stores the current files in a file when shut down.

On starting the SVA Manager the configuration is read from an ini file. All agents are stored in this file for the call lists and automatic redial is made available. Changes only become effective after restarting the server.

A configuration tool that is started via Start > Programme > Tenovis > SVAManagerConfig is installed using the SVA Manager to ensure the simple processing of the configuration parameters in the ini file.
SVA Manager: SVAManagerConfig

All settings of the SVA Manager are configured in a dialogue window. All entry fields and option fields of the dialogue are described in the following chart:

<table>
<thead>
<tr>
<th>Description in the ini file</th>
<th>Description in SVAManagerConfig</th>
<th>Default</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>CALLING_LIST_SIZE</td>
<td>Calling list size</td>
<td>20</td>
<td>Limitation of call list size (only I5I)</td>
</tr>
<tr>
<td>CALLED_LIST_SIZE</td>
<td>Called list size</td>
<td>20</td>
<td>Limitation of automatic redial list size (only I5I)</td>
</tr>
<tr>
<td>EXT_NUMBER_DIGITS</td>
<td>Ext Number</td>
<td>5</td>
<td>Call numbers with a length &gt;= EXT_NUMBER_DIGITS are external numbers (only with I5I)</td>
</tr>
</tbody>
</table>

CTI Server

<table>
<thead>
<tr>
<th>CONNECTION_TYPE</th>
<th>connection type</th>
<th>Rpc</th>
<th>Connection type, only Rpc possible</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTI_SERVER_HOST</td>
<td>host name</td>
<td>localhost</td>
<td>Host on which the connection is running</td>
</tr>
<tr>
<td>CTI_SERVER_PORT</td>
<td>port number</td>
<td>5005</td>
<td>Port to which the connection responds</td>
</tr>
</tbody>
</table>

CTI User

<table>
<thead>
<tr>
<th>OSPC_PASSWORD</th>
<th>password</th>
<th>sva</th>
<th>CTI User that has been set up for the SVA Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>OSPC_USER</td>
<td>user</td>
<td>SVA</td>
<td>Password for the CTI User</td>
</tr>
</tbody>
</table>

SVA Manager

<table>
<thead>
<tr>
<th>SVA_SERVER_PORT</th>
<th>port number</th>
<th>6006</th>
<th>Port to which the SVA Manager responds to requests from OSPC</th>
</tr>
</thead>
<tbody>
<tr>
<td>SVA_DATA_FILE</td>
<td>data file</td>
<td>SVAManager.dat</td>
<td>File in which the SVA Manager stores data</td>
</tr>
</tbody>
</table>

TTrace

<table>
<thead>
<tr>
<th>TT_SERVER_HOST</th>
<th>host name</th>
<th>localhost</th>
<th>Host on which the TTrace Server is running</th>
</tr>
</thead>
<tbody>
<tr>
<td>TT_SERVER_PORT</td>
<td>port number</td>
<td>10300</td>
<td>Port to which the TTrace server responds</td>
</tr>
</tbody>
</table>

Abschnitt [Phones]

<table>
<thead>
<tr>
<th>Redial/Calllist</th>
<th>-</th>
<th>List of call numbers for which a call list and automatic redial list should be set up</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone number</td>
<td>-</td>
<td>Entry field for the call numbers in the call list and the automatic redial list</td>
</tr>
</tbody>
</table>
SVA Manager Connection

The connection of the OSPC client to the SVA Manager only takes place when PUM and/or NBA are licensed.

Each OSPC client is able to register on the SVA Manager via a TCP/IP interface. 6006 has been set up as a default value for the server port.

The SVA Manager should be completely started up when the OSPC is started. It can, however, also be started afterwards. PUM and NBA only work properly when the SVA Manager is not only running, but also ready to operate, i.e. when all monitor points are licensed and initialised.

If the SVA Manager is not ready to operate when logging in a respective error message is shown. A logged-in condition is shown by a new icon (labelled "SVA"):

- A red icon symbolises that there is no connection to the SVA Manager
- A yellow icon symbolises that the SVA Manager is not ready for operation
Installing OSPC
Absence Info Server

The "OSPC Absence Info Server" is an independent programme for the monitoring of the Out of Office (OOF) status of all mailboxes on an exchange server (absence message in Microsoft Outlook is activated).

The absence display for OSPC is updated in regular intervals (via the web server).

**Installation prerequisites:**

The WebAccess component must be installed as a prerequisite for the installation.

The identification of a user between OSPC and Exchange is done by means of his e–mail address. This e–mail address can be available to the OSPC in its own database or in a connected customer database. Every dataset that is used must contain both the e–mail address and the call number.

**General Info on Exchange**

The AbsenceInfo–Server (AIS) creates its own Mapi profile and also installs a Mapi connection, if this has not already been installed (i.e. on computers which are not a member of a domain). With reference to the Mapi connection, the rights of the local user are effective under whom the service is carried out. This User must be set up on the Exchange Server.

**Preparing the Exchange 5.5 Server**

A user (i.e. "absenceMessage") (with mailboxes and a Windows account) is to be set up on the Exchange Server with user–defined rights. "Modify Administrator Properties" rights on an organisational level (so that a user has unrestricted read access to all mailboxes).

**Preparing the Exchange Server 2000 (Exchange 2003 Server)**

A user (i.e. "absenceMessage") (with mailboxes and a Windows account) is to be set up. By means of "Assigning Object Administration..." on the uppermost Exchange Server level ("First Organisation (Exchange)") this user should be provided with the function "Exchange Administrator – View only" on the organisational level (so that the user has unrestricted read access to all mailboxes). These will then be inherited to the lower levels.

The individual rights can be viewed under "Administrative Groups / First Administrative Group/Server/<Your Exchange–Server > Properties under Security.

**Set up Local User**

A local user (i.e. with the name "Absence Message") has to be set up on the computer on which the AbsencelInfo Server will be installed. The user must own the mailbox (e.g. "absence message") set up on the Exchange Server i.e. have the same name and password. The user requires the local rights to start services (Administration> Local Security Settings > Local Guidelines > Assignment of User Rights > Register as Service).

The user requires no administrative rights to the system. It is sufficient to become a member of the user group.

An Outlook client must be installed on this PC for AIS to work and for this user to be configured to exchange with a connection.
Installation:
The installation programme installs AIS as a NT service. All the necessary parameters are requested. AIS is started in configuration mode prior to the completion of the installation. Thus parameters that have already been entered as well as further parameters can be altered or set.

The AIS service can be easily started from the AIS Config UI (User Interface). Otherwise the service has to be started via the computer admin/services or by restarting the computer. The installation does not start the service.

Parameters which can be requested during installation:
1. Installation path
   Accept predefined value or enter port.
2. Local User
   These parameters determine under which local Windows user the service should be carried out. These settings can be changed later on via Computer Admin/Services/Registration.
3. Connection parameters to the Exchange Server
   These parameters determine via which mailbox authentication to the Exchange Server should take place. These parameters can be altered via the AIS Config UI.
   Example:
   Server: exchange2003; User: AbsenceMessage; Domain: AVAYA; Password: *****
4. Connecting parameters to OSPC Web Server
   These parameters define the connection to the OSPC Web Server.
   Example:
   host: OSPC_Server; port: 8080
5. Connection parameters to the TTrace Server
   These parameters define the connection to the TTrace Server. They can be altered via the AIS Config UI.
   Example:
   host: localhost; port 10300

The AIS Config UI is automatically started at the end of the installation.

All connection parameters can be set via the AIS Config UI as well as further options set, mailboxes selected and the service started and stopped. The start of the AIS Config UI takes place using the appropriate shortcuts in the start menu or on the desktop.
### Main Dialogue:

<table>
<thead>
<tr>
<th>Button</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connection</td>
<td>Opens the Connection dialogue</td>
</tr>
<tr>
<td>Options</td>
<td>Opens the Options dialogue</td>
</tr>
<tr>
<td>Selection</td>
<td>Opens the Selection dialogue</td>
</tr>
<tr>
<td>Stop</td>
<td>Stops the service</td>
</tr>
<tr>
<td>Start</td>
<td>Starts the service</td>
</tr>
<tr>
<td>Refresh (Symbol)</td>
<td>Determines the current condition of the service.</td>
</tr>
<tr>
<td>Quit</td>
<td>Ends AIS Config UI</td>
</tr>
</tbody>
</table>

### Connection:

<table>
<thead>
<tr>
<th>Group</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exchange Server</td>
<td>Here the connection parameters to the exchange server can be adapted. The settings are first effective when the service and the Config UI are restarted.</td>
</tr>
<tr>
<td>TTrace</td>
<td>Here you can set the settings for the logging. The level determines which versions are displayed in addition to the general information. The selection includes:</td>
</tr>
<tr>
<td></td>
<td>Error: Info messages and errors are displayed.</td>
</tr>
<tr>
<td></td>
<td>Warning: Info messages, errors and warnings are displayed.</td>
</tr>
<tr>
<td></td>
<td>Debug: Info messages, errors, warnings and detailed fault-finding messages are displayed. Default is warning.</td>
</tr>
<tr>
<td></td>
<td>These settings become active immediately after the OK button is pressed.</td>
</tr>
</tbody>
</table>

### Options:

<table>
<thead>
<tr>
<th>Option</th>
<th>Effect</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pollinterval</td>
<td>This provides the minimum amount of time that must lie between the start of two request cycles. Default: 5 minutes. If a cycle lasts longer than the set poll time then the start of the next cycle is awaited after a cycle of 30 seconds.</td>
</tr>
<tr>
<td>Delay</td>
<td>Waiting time in milliseconds at the end of the processing of an individual mailbox. Default: 0.</td>
</tr>
</tbody>
</table>
### Selection:

<table>
<thead>
<tr>
<th>Button</th>
<th>Funktion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select</td>
<td>Selects the selected mailboxes for processing by AIS. The selection is stored in the file AbsenceInfoServer.sel. The file is in the same directory as the AbsenceInfoServer.exe</td>
</tr>
<tr>
<td>Deselect</td>
<td>Withdraws a selection</td>
</tr>
<tr>
<td>Select all</td>
<td>Selects all listed mailboxes for processing by AIS</td>
</tr>
<tr>
<td>Deselect all</td>
<td>Withdraws the selection for all mailboxes</td>
</tr>
<tr>
<td>Select all (dynam)</td>
<td>All mailboxes are automatically processed if this option is set. The list of mailboxes to be processed is newly written in each cycle. If this option is not set then only selected mailboxes are processed.</td>
</tr>
</tbody>
</table>

### Entries in the Windows Registry

Various entries are written in the registry during the installation.

For TTtrace they are available under the key <HKEY_LOCAL_MACHINE\Software\Tenovis\AIS>

The remaining entries can be found under the key <HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\AbsenceInfoServer\Parameters>

**Note:**

If you are using an AIS 2.0 with an OSPC version lower than v210 the "URL" parameter in this key must be changed manually to the following value:


(vorher: ... webaccess2)
Connecting Other Databases

The **OSPC Config tool** is suitable for connecting other databases to **OSPC**. The phone book tool (→ Page 39) is especially designed for this task.

**Rules**

You should please observe **absolutely** the following rules without fail when working with this tool:

- You require good database know–how. You must be able to create an SQL request and require knowledge of the ODBC data source configuration.
- When you configure the settings, no OSPC client should be running. End all OSPC client applications. The OSPC database must be running.
- Only process one data source (one worksheet in the tree diagram of the OSPC config tools) at a time.
Adapting the database type

Variants

There are differences between the various database versions, which are used by OSPC (see below).

There are two principal ways of transferring the data from an older database version to the latest version of OSPC:

1. You store all the data using the old database version (Type adaptation with Export/Import). Then you import this data into the new version.
2. You store the complete database (Type adaptation with DBUpdate). You then convert this database with all the data contained in it into the new format.

The following database versions are differentiated. They are partly not compatible with one another.

<table>
<thead>
<tr>
<th>OSPC II Version</th>
<th>Type Adaptation / Notice</th>
<th>Source version</th>
<th>Destination version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Field test versions before .100</td>
<td>No adaptation possible, only suited for exporting/importing profiles. This applies for all field test versions.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>.100</td>
<td>1. Serial release</td>
<td>.100/.101</td>
<td>.103</td>
</tr>
<tr>
<td>.101</td>
<td>No adaptation necessary</td>
<td></td>
<td></td>
</tr>
<tr>
<td>.103</td>
<td>Type adaptation v10x–v103</td>
<td>.103/.103a</td>
<td>.110</td>
</tr>
<tr>
<td>.103a</td>
<td>No adaptation necessary</td>
<td></td>
<td></td>
</tr>
<tr>
<td>.110</td>
<td>Type adaptation v10x–v103</td>
<td>.103/.103a</td>
<td>.110</td>
</tr>
<tr>
<td>.121</td>
<td>No adaptation necessary</td>
<td></td>
<td></td>
</tr>
<tr>
<td>.125</td>
<td>No adaptation necessary</td>
<td></td>
<td></td>
</tr>
<tr>
<td>.130</td>
<td>Type adaptation v110/v12x–v130</td>
<td>.110/.121/.125</td>
<td>.130</td>
</tr>
<tr>
<td>.131</td>
<td>No adaptation necessary</td>
<td></td>
<td></td>
</tr>
<tr>
<td>.132</td>
<td>No adaptation necessary</td>
<td></td>
<td></td>
</tr>
<tr>
<td>.132a</td>
<td>No adaptation necessary</td>
<td></td>
<td></td>
</tr>
<tr>
<td>.133</td>
<td>No adaptation necessary</td>
<td></td>
<td></td>
</tr>
<tr>
<td>.140</td>
<td>Type adaptation v13x–v140</td>
<td>All .13x</td>
<td>.140</td>
</tr>
<tr>
<td>.200/201a</td>
<td>Type adaptation v14x–v200</td>
<td>All .14x</td>
<td>.200/201a</td>
</tr>
<tr>
<td>.210</td>
<td>Converter program</td>
<td>ONLY .201a</td>
<td>.210</td>
</tr>
<tr>
<td>.210</td>
<td>Type adaptation v210FT–v210</td>
<td>.210 (field trial)</td>
<td>.210 (series)</td>
</tr>
<tr>
<td>.211</td>
<td>Type adaptation v210–v211</td>
<td>.210FT or series</td>
<td>.211</td>
</tr>
</tbody>
</table>
Type Adaptation with Export / Import

The default paths, as specified by the installation, are always described in the following path entries. The customer installation may be different.

1. **Starting OSPC**
   User Tenovis, password 000000

2. **Noting down container distribution on the screen**
   This distribution is always lost, the window contents is retained, however.

3. **Note down zConfig settings**, this info is always lost.
   Start>Programs>Tenovis>zConfig, user a, password a

4. **Save users, work profiles and the phone book**
   a) Edit>Work profiles>Export
   b) Edit>User>Export
   c) Edit>Phone book>Export
   d) as of v210: Edit>Phone book>Destinations>Export
   Copy the *XML files and two phone book files to a secure directory.

5. **Exit OSPC**

6. **To be on the safe side, store the OSPCDB.DB file**

7. **Note down the set connections**
   Where is the Licence Server/ OSPC Server located, what is the name of the database. In case you did not keep record of the settings they can be retrieved from the registry.
   HKEY_LOCAL_MACHINE\Software\Tenovis\Tenovis Integral OSPC\Settings:
   
   DBSERVERNAME name of OSPC database.
   DBSERVERPORT port where the database can be accessed on the server.
   DSN entry that is configured in the ODBC settings
   EJBSERVERNAME name of the PC that runs the OSPC Server.
   EJBSERVERPORT port number from where the server is accessed.
   .......
   Variant Default = normal ITB, Braille = Sight-impaired ITB
   HKEY_LOCAL_MACHINE\Software\Tenovis\License-Client:
   a folder specifying the computer name where the licence server is running.
   Note that for WIN98 there must not be a subfolder.

8. **Save ODBC settings**
   To do this, export the registry settings from:
   HKEY_LOCAL_MACHINE\Software\ODBC

9. **Deinstall all OSPC options**

10. **Deinstall OSPC**
    CAUTION: If other applications are still running on the PC using Sybase then the Sybase service has to be stopped prior to the deinstallation of OSPC.

11. **New installation**
    CAUTION: If other applications are still running on the PC using Sybase then the Sybase service has to be stopped prior to the installation of OSPC.

12. **Re-import the exported XML and the phone book**
Type Adaptation with DBUpdate

The default paths are always described, are specified by the installation, in the following path entries. The customer installation can be different.

1. **Starting OSPC**
   User Tenovis, password 000000

2. **Noting down Container distribution on the screen**
   This distribution is possibly lost, the window contents is retained, however.

3. **Note down the zConfig settings**
   This information is always lost if the basic version is ≤ v201. As of v210 this component is part of the OSPC database.
   Start>Programs>Tenovis>zConfig, user a, password a

4. **Exit OSPC**
   The server must be online!

5. **Save the OSPCDB.DB file**
   and copy it to a secure directory.
   PC where the OSPC Server is running c:\Tenovis\Servers\....

6. **Note down the set connections**
   Where is the Licence Server/ OSPC Server located, what is the name of the database. In case you did not keep record of the settings they can be retrieved from the registry (see Type Adaptation with Export/Import)

7. **Carry out the database type adaptation**
   a) Copy the DBISQL.EXE file from the installation CD (Software\OSPC\DBUpdate) to C:\Tenovis\Servers\Sybase\Win32 in case it does not exist.
   b) Copy SQL–Statement (*.sql) and Batch–File (updatedb.bat) from the desired type adaptation to the OSPC server.
   c) Open batch file and check path name, adapt if necessary. Especially enter the engine name = DBSERVERNAME from point 6.
   d) Start batch job, the modifications are executed while the database is running.
   Caution: If you skip several versions to upgrade directly to a recent version (several type adaptations), begin with the smallest and repeat steps 7b to 7d until you reach the destination version.

8. **Save and copy the adapted OSPCDB.DB to a secure drive.**
   ATTENTION: In step 5 the original database was already stored, do not overwrite it!!

9. **Deinstall all OSPC options**

10. **Deinstall OSPC**
   CAUTION: If other applications are still running on the PC using Sybase then the Sybase service has to be stopped prior to the deinstallation of OSPC.

11. **New installation**
   CAUTION: If other applications are still running on the PC using Sybase then the Sybase service has to be stopped prior to the installation of OSPC.

12. Replace the **OSPCDB.DB file by the type–adapted file.**
    Check if the OSPC is running with the newly installed database.
Storing and Restoring the Database

Application

You can store the database with all details when you have created all users and work profiles. You can thus access this data at any time and also restore this data. These functions help you by quickly and simply setting up an operator workstation with customary work profiles and users when you, for example, reinstall the operating system.

An ospcdb.db file contains the complete database for OSPC. You can store the database when the system is running by means of tools and restore it when the system is deactivated. The appropriate tools are installed during installation.

Storing

You can store the database when the system is running. Proceed as follows.

1. Click on Start.
2. Click on Programmes.
3. Click on Tenovis.
4. Click on Store OSPC.
5. If the backup folder does not exist, the statement Directory does not exist. Create it appears. Quit the statement with Y (yes). The backup folder is created and the ospcdb.db database and the Jonas and Serviceconf directories are copied into the folder. If the ospcdb.db file already exists, a statement appears asking whether you want to replace the file (replace file).
6. You can store the ospcdb.db file and the two directories on data processing media (e.g. tape drives).

   It is recommended that you alter the file name later and add the OSPC version and the date, e.g. ospcdb_v132_030702.db or to move all files to a folder with an appropriate name.

Restoring

You have to ensure that the stored ospc.db database file is in the Drive:\Tenovis\Servers\Backup folder prior to restoring the database.
A database cannot be restored when the system is running. Proceed as follows:

1. Exit the database server (stop service "Tenovis OS_PC Database").
2. Click on Start.
3. Click on Programmes.
4. Click on Tenovis.
5. Click on Restore OSPC. The database is copied.
6. Press any button.
Hayes – W–TAPI Translator

Application

Prior to the introduction of W–TAPI as an interface for telephone applications, telephones were usually controlled via the Hayes Protocol. Originally designed for communication between PC and Modem the Hayes Protocol also provides some useful functions in speech communication for establishing and clearing connections. This characteristic resulted in the wide international spreading of the Hayes Protocol for telephone applications and to a large amount of appropriate applications (i.e. telephone books on CD ROM).

These applications are supported by the OSPC by an AT–Dialer. This AT–Dialer behaves like a modem with Hayes–based applications and converts commands to the appropriate W–TAPI calls.

Observe the following when dealing with Windows 98

The AT–Dialer works immediately after a restart under Windows 2000 and Windows NT. Under Windows 98 it can possibly be necessary to retrospectively set up the COM port under Hardware in Settings.

Testing

A method of testing the function of the AT–Dialer is to establish a test connection to OS with the help of a hyper terminal and to initiate an outgoing dial using the atd command. When this test is successful, the AT–Dialer works.

Further information can be found in the OSPC folder under: atdnt_ReadMe.txt and atd95_ReadMe.txt.

Commands

The Hayes commands supported are listed below.

- **Repeat last command (A/)**
  The last command or last sequence of commands is repeated, the result code is returned accordingly.

- **Answer command (AT A)**
  A call pending at operator set OS13 is answered with the command sequence “AT A”.
  If the result code is switched on, the operator set OS13 returns the result code “OK”.

- **Connection Setup in Dial Mode (AT D)**
  The dial command consists of the “AT D” command followed by a max.25–character call number. AT D xxxxx xxxx xxxxxx xxxx xxxxxx stands for one character of a call number. A valid call number consists of the digits 0 to 9, the characters for special functions A to F, asterisk and hash. The following dialling parameters can be used but have no effect: T P, W @ R !

- **Character Echo (AT E)**
  The character echo can be switched off with the ”AT E” or ”AT E0” commands. The ”AT E1” command switches it on.

- **Hook command (AT H)**
  An established connection is released with the ”AT H” or ”AT H0” commands. The ”AT H1” command is used to answer a pending call.
- **Result code Display (AT V)**
  With the AT commands "AT V" or "AT V0" you can switch between alpha-numeric and numeric return of the result code.

- **Result code display options (AT Q)**
  The return of the result code to the Hayes application is switched on as default. You switch the response display off with the AT command "AT Q1". The AT commands "AT Q" or "AT Q0" switch the response display on.
OSPC Config Tool

OSPC Config Tools

The **OSPC Config tools** collection is a collection of different tools with which you can configure the OSPC.

The collection contains the following tools:
- Address parser (already contained in OSPC) with test tool
- Editing of the main OSPC configuration data
- JOnAS Server
- Telephone book

The **OSPC Config Tools** are now available in various languages. German (DE) and English (EN) are already available.

Start and Login

The programme is started via

Start > Programmes > Tenovis > OSPC Config Tools.

All auditors stored in the OSPC database have authorisation. User name and password are the same as with the OSPC.

**Tips on first–time editing of the configuration data:** After installing the OSPC, the main OSPC configuration data can only be edited when the OSPC has been started up.

Reason: There is no access to the database during the setup. OSPC configuration data is thus stored in the Registry (setup key). The OSPC then transfers this data to the database during its first start.

User Interface

**The Menu Bar**

The Start menu with the menu entries *Log on / Log off Properties and Exit* can be found in the menu bar.

The Help menu contains the entry *on...* for the opening of an infobox for the tool.

**The Tool Bar**

The tool bar contains a button for the opening of the properties dialogue and for the opening of the infobox.

**The Work Sector**

The work sector is divided up into the tree diagram on the left and the respectively opened work–sheets on the right.
Properties

Properties opens a dialogue with which the programme settings (OSPC Config Tools, properties) can be edited.

Drivers listed in the following chart are available for selection in the definition of a data source. If a selection has been made then the appropriate Default URL is entered.

<table>
<thead>
<tr>
<th>Key</th>
<th>Value</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>DNS</td>
<td>OSPC</td>
<td>ODBC connection to OSPC database</td>
</tr>
<tr>
<td>Language</td>
<td>DE</td>
<td>Language of the OSPC Config Tools</td>
</tr>
<tr>
<td>phonebook-host</td>
<td>localhost</td>
<td>Host running on the telephone book server (JonAS)</td>
</tr>
<tr>
<td>phonebook-port</td>
<td>21099</td>
<td>Port to which the telephone book server responds</td>
</tr>
<tr>
<td>jdbc.driver.class.1</td>
<td>sun.jdbc.odbc.JdbcOdbcDriver</td>
<td>Driver 1 for access to ODBC data sources</td>
</tr>
<tr>
<td>jdbc.driver.class.2</td>
<td>com.sybase.jdbc2.jdbc.SybDriver</td>
<td>Driver 2 for direct access to Sybase databases (ASA and ASE) without ODBC</td>
</tr>
<tr>
<td>jdbc.driver.class.3</td>
<td>com.octetstring.jdbcLdap.sql.JdbcLdapDriver</td>
<td>Driver 3 for access to LDAP data sources</td>
</tr>
<tr>
<td>jdbc.driver.default_url.1</td>
<td>jdbc:\odbc :&lt;Enter DSN here&gt;</td>
<td>Default Provider URL for driver 1</td>
</tr>
<tr>
<td>jdbc.driver.default_url.2</td>
<td>jdbc:\sybase :Tds :&lt;server&gt;:&lt;port&gt;</td>
<td>Default Provider URL for driver 2</td>
</tr>
<tr>
<td>jdbc.driver.default_url.3</td>
<td>jdbc:\ldap :&lt;server&gt;:389/[BASE_DN ]? SEARCH_SCOPE :subTreeScope :&amp;pageSize :n ]</td>
<td>Default Provider URL for driver 3</td>
</tr>
</tbody>
</table>

Tools:

1. Address Parser

All parameters of the address parser can be entered on the Configuration sheet. The layout of the sheet changes depending on which option field mode is selected. More detailed information and examples can be found in the chapter "Setting the Address Parser" (see P. 43).

You can test the settings on the Configuration sheet on the Tester sheet.

1. To do this simply enter a call number in the combination field "Number" or select a stored number from the list.
2. Select whether this is an internal or external number or number of unknown origin in the combination field "Source".
3. Click the "Complete" button.

The Store button stores the data in the database. The Apply button applies the new configuration to all call numbers in the database. This is displayed by fading in a progress bar instead of the buttons.
Tools:

2. OSPC

A separate sheet is displayed in the tree diagram for each OSPC client to have experienced at least one connection with the database. The selected sheet comprises of two chart columns. In the columns Property Name and Property Value the respective properties can be edited. The Store button stores the changes in the database.

The following chart shows the meaning of the parameters and the value sector:

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AnswerOnVKADD</td>
<td>Key &quot;+&quot; for queries in VT window (0 = OFF (Default), 1 = ON)</td>
</tr>
<tr>
<td>CalendarInterval</td>
<td>Interval for the refreshing of data from the Lotus Notes calendar (min, default = 10)</td>
</tr>
<tr>
<td>CallTransfDelayTime</td>
<td>Delay time for &quot;Dial &amp; Assign&quot; operations (min, default = 1000)</td>
</tr>
<tr>
<td>EJBSrvPortNo</td>
<td>Port number of EJB Server (default = 21099)</td>
</tr>
<tr>
<td>EJBSrvHostName</td>
<td>PC number of EJB Server (default = &quot;localhost&quot;)</td>
</tr>
<tr>
<td>NbaPumDefault</td>
<td>Largest default configuration for PUM and NBA (default = 100)</td>
</tr>
<tr>
<td>NoCallIdentification</td>
<td>Deactivate call number identification (0 = OFF (default), 1 = ON)</td>
</tr>
<tr>
<td>OSType</td>
<td>OS hardware (&quot;OS33&quot;, &quot;a&quot; (OS13a), &quot;b&quot; (OS13b))</td>
</tr>
<tr>
<td>OSSoftwareVersion</td>
<td>OS software version (&quot;02.01&quot;, &quot;02.00&quot;, &quot;01.51&quot;, &quot;01.61&quot;)</td>
</tr>
<tr>
<td>SearchDelayTimeCC</td>
<td>Search delay time for visiting card (min, default = 400)</td>
</tr>
<tr>
<td>SearchDelayTimeST</td>
<td>Search delay time for search table in the phone book (min, default = 400)</td>
</tr>
<tr>
<td>SVAMPortNo</td>
<td>Port number of SVA Manager (default = 6006)</td>
</tr>
<tr>
<td>SVAMHostName</td>
<td>PC number of SVA Manager (default = &quot;localhost&quot;)</td>
</tr>
<tr>
<td>SystemLanguage</td>
<td>Desired system (default = &quot;desired system&quot;, i.e. de)</td>
</tr>
<tr>
<td>Top100Support</td>
<td>Collection of call information for the Top 100 log (1 = OFF (default), 0 = ON)</td>
</tr>
<tr>
<td>TTracePortNo</td>
<td>Port number of TTrace Server (default = 10300)</td>
</tr>
<tr>
<td>TTraceHostName</td>
<td>PC number of TTrace Server (default = &quot;localhost&quot;)</td>
</tr>
</tbody>
</table>
Tools:
3. JOnAS

The Store button stores changes and reconfigures all available clients accordingly.

The Restart JOnAS button sustains the service and restarts it with the changed settings. The meaning of the text fields and control boxes are displayed in the following chart:

<table>
<thead>
<tr>
<th>Server</th>
<th>Port to which the telephone book server should respond.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registry Port</td>
<td>Port which should be used in order to transport the search results to OSPC. Determine a port here, if a firewall is installed between the OSPC and the telephone book server. (default=0, i.e. dynamic)</td>
</tr>
<tr>
<td>Remote Object Port</td>
<td>Timeout time in seconds – the maximum time a search should take to be processed.</td>
</tr>
<tr>
<td>Transaction timeout</td>
<td>Timeout time in seconds – the maximum time a search should take to be processed.</td>
</tr>
<tr>
<td>Cache</td>
<td>The amount of data sets, which are transferred from the server to OSPC when a search delivers numerous results.</td>
</tr>
<tr>
<td>Cache active</td>
<td>Select when you want to cache the search results. This can speed up a new search.</td>
</tr>
<tr>
<td>Limit</td>
<td>Select when you want to limit the storage space for the cache.</td>
</tr>
<tr>
<td>max. size</td>
<td>The size entered here will not be exceeded. The earliest entries in the cache are deleted if more recent entries should be written in cache. The recommended maximum size is 10,000 data sets.</td>
</tr>
<tr>
<td>Search result</td>
<td>The amount of data sets, which are transferred from the server to OSPC when a search delivers numerous results.</td>
</tr>
<tr>
<td>Search result Size</td>
<td>Timeout time in seconds in which a search result remains valid on the server. Non requested data sets are then rejected again.</td>
</tr>
</tbody>
</table>

Tools:
4. Telephone book

A separate sheet is used for each data source. The data sources can be defined on this sheet, the field identification configured with index definition and the update service also configured.

Rider Connection:

The Reload button rejects the last changes and reloads data from the OSPC database and activates the SQL statement.

The New button makes a new data source and allocates default values to the fields.

The Store button stores the configuration data in the OSPC database.

The Delete button deletes the active data source. If a data source is deleted, all data sets belonging to this data source are automatically removed at the same time.

The Remove Data Sets button deletes all data sets belonging to the data source which has just been selected from the database.
**Name and Description**

The fields *Name* and *Description* describe the data source. The name is required in order to clearly define a data stream. The name appears in the combination field of the OSPC telephone book.

**Driver**

The field *Driver* contains a list of available JDBC drivers. The marked element is loaded. This list can be extended via the OSPC Config – Tool properties file. If a driver is selected from the list, then the appropriate URL arrangement is preset in the *Provider URL* field.

The driver for the JDBC database driver is determined from the database or driver documentation (i.e. sun.jdbc.odbc.JdbcOdbcDriver for a JDBC–ODBC–Bridge).

**Provider URL**

The field *Provider URL* contains the connection parameters. The URL displays the database to be connected to and has the following form:

```
jdbc:<subprotocol>:<subname>
```

*subprotocol* belongs to the JDBC class with which you are working (this is, for example, odbc for a JDBC–ODBC–Bridge).

*subname* is information that is required in order to localise the database (i.e. a DSN from the ODBC data sources for a JDBC–ODBC Bridge). The syntax of subname depends on the respective driver and you can find out more about it in the database or driver documentation.

Info on SYBASE can be found in the SYBASE Manual.

**User**

Shows the *User* for the appropriate database.

**Password**

Shows the *Password* for the appropriate database.

**SQL Statement**

The field *SQL Statement* contains the SQL statement with which the data from the data source should be retrieved.

**Transaction Timeout**

The field *Transaction Timeout* contains the time in seconds after which a suspended transaction is completed, if necessary. This specification is also relevant during the update.

**Result (grey display)**

Reports are listed in the field *Result* which point to possible errors.
Rider Assignment:

Index

The column *Index* marks those fields in the data source, which clarify a data set within (primary key).

OSPC requires a primary key to be able to work with customer data. This primary key can be the primary key of the customer database. You can also use numerous fields as a primary key. Then the term composite primary key is used. OSPC uses this primary key for the shadow database. **Caution**: no element of the primary key can be empty in any data set!

Source Field

The column *Source Field* contains all retrieved fields belonging to the data source.

Target Field

The column *Target Field* contains the assigned target fields of the OSPC telephone book.

All fields defined in the OSPC telephone book are possible!

The fields are displayed in the languages of the OSPC Config tools.

In the field "Gender", the source value "m" or "M" must be entered for male and the source value "f" or "F" must be entered for female. All other values are interpreted as undefined.

Rider Update Service:

If the UpdateService is activated, data can only be stored there when at least one field has been entered in the index (otherwise there is an error report).

Data sources, for which no UpdateService is activated, are not listed as data sources in OSPC. Data sets from these data sources are still found during a search of all data sources!

Checkbox *On*

The checklist *On* activates the UpdateService.

Earliest running period (date, time)

The fields *Earliest Running Period (Date, Time)* determine the time at which the UpdateService should first start.

Interval

The fields *Interval* determine the time interval during which the UpdateService should be carried out (value and unit).
### Example 1 for Data-Source via JDBC–ODBC–Bridge

The following chart shows an example of the parameters of the register card connection when you connect a database via a JDBC–ODBC bridge.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>JDBC–ODBC–Bridge</td>
</tr>
<tr>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>Driver</td>
<td>sun.jdbc.odbc.JdbcOdbcDriver</td>
</tr>
<tr>
<td>Provider URL</td>
<td>jdbc:odbc:ExampleDSN</td>
</tr>
<tr>
<td>User</td>
<td>admin</td>
</tr>
<tr>
<td>Password</td>
<td></td>
</tr>
<tr>
<td>SQL Statement</td>
<td>SELECT * FROM ExampleChart</td>
</tr>
</tbody>
</table>

### Example 2 for Data-Source via JDBC Directly

The following chart shows an example of the parameters of the register card connection when you connect a database directly via a JDBC bridge. The DBN database is of type Sybase ASA and is located on the computer with the host name dbserver with port 4321.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>AdaptiveServerAnywhere</td>
</tr>
<tr>
<td>Driver</td>
<td>com.sybase.jdbc2.jdbc.SybDriver</td>
</tr>
<tr>
<td>Provider URL</td>
<td>jdbc:sybase:Tds:dbserver:4321 [?ServiceName=DBN]</td>
</tr>
<tr>
<td>User</td>
<td>dba</td>
</tr>
<tr>
<td>Password</td>
<td>sql</td>
</tr>
<tr>
<td>SQL Statement</td>
<td>SELECT * FROM ExampleChart</td>
</tr>
</tbody>
</table>
Example 3 for MED–COM Data Source via JDBC–ODBC–Bridge

The following chart shows an example of the parameters of the register card connection when you connect a MEDCOM database. You have to create a DSN system for the MEDCOM data source. The data source name for the example is Medcom_W2k.

You usually create two data streams in the data stream register which both refer to the data source Medcom_W2k (in the example). The data streams can, for example, be employees and patients. The appropriate SQL statement has to be used for each data stream.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>JDBC–ODBC–Bridge</td>
</tr>
<tr>
<td>Driver</td>
<td>sun.jdbc.odbc.JdbcOdbcDriver</td>
</tr>
<tr>
<td>Provider URL</td>
<td>jdbc:odbc:Medcom_W2k or jdbc:odbc;; Driver={Adaptive Server Anywhere 6.0}; SRVR=Medcom_W2k</td>
</tr>
<tr>
<td>User</td>
<td>dba</td>
</tr>
<tr>
<td>password</td>
<td>sql</td>
</tr>
<tr>
<td>SQL Statement</td>
<td>SELECT * FROM mcuser</td>
</tr>
</tbody>
</table>

Example 4 for a LDAP Data Source via JDBC–LDAP Bridge with General Settings

The following chart shows an example of the parameters of the register card connection when you connect a LDAP database.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Exchange 5.5</td>
</tr>
<tr>
<td>Driver</td>
<td>com.octetstring.jdbcLdap.sql.JdbcLdapDriver</td>
</tr>
<tr>
<td>Provider URL</td>
<td>jdbc:ldap://&lt;server&gt;:389/[BASE_DN]?SEARCH_SCOPE:=subTreeScope[&amp;pageSize:=n] Note: The URL is not to contain any empty spaces (other than directly before a “?”)</td>
</tr>
<tr>
<td>User</td>
<td>&lt;Domain&gt;&lt;UserRecognition&gt; or &lt;Distinguished Name of User (DN)&gt; Examples:</td>
</tr>
<tr>
<td></td>
<td>– Domain\UserRecognition: tnbk1\bek2fr</td>
</tr>
<tr>
<td></td>
<td>– distinguishedName: CN=BEK2FR,OU=Users,OU=Fr, OU=Germany, DC=tenovis,DC=corp,DC=lan</td>
</tr>
</tbody>
</table>
Parameter Setting
Password BspPassword
SQL Statement select DN,givenName,sn,cn,title,mail,telephoneNumber,mobile,homePhone,otherHomePhone,ipPhone,pager,facsimileTelephoneNumber,description,info,physicalDeliveryOfficeName,streetAddress,postOfficeBox,postalCode,l,st,company,department,extensionAttribute5,wwwhomePage,url from ou=OrgUnit"select from ou=OrgUnit" is also principally ok, but not to be recommended.

Example 5 for Exchange 5.5 Data Source via JDBC–LDAP–Bridge

The following chart shows an example of the parameters of the register card connection when you connect an Exchange 5.5 database.

Parameter Setting
Name Your database
Driver com.octetstring.jdbcLdap.sql.JdbcLdapDriver
User cn=AbwOspc
Password BspPassword
SQL Statement select DN,sn,cn,mail,telephoneNumber from ou=defr1009 where sn=* 

Example 6 for Exchange 2000/2003 Data Source via JDBC–LDAP Bridge

The following chart shows an example of the parameters of the register card connection when you connect an Exchange 2000/2003 database.

Parameter Setting
Name ADS 2000/2003
Driver com.octetstring.jdbcLdap.sql.JdbcLdapDriver
User cn=Administrator,cn=users,dc=iccdomain,dc=com
Password BspPassword
SQL Statement select DN,sn,givenName,cn,mail,telephoneNumber,department from ou=cdm–test where sn=*
### Example 6 for Domino 6 Data Source via JDBC–LDAP Bridge

The following chart shows an example of the parameters of the register card connection when you connect a Domino 6 database.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Domino 6</td>
</tr>
<tr>
<td>Driver</td>
<td>com.octetstring.jdbcLdap.sql.JdbcLdapDriver</td>
</tr>
<tr>
<td>User</td>
<td>Tenovis</td>
</tr>
<tr>
<td>Password</td>
<td>BspPassword</td>
</tr>
<tr>
<td>SQL Statement</td>
<td>select givenname,sn,cn,mail,telephonenumber from o=OSPC_Org</td>
</tr>
</tbody>
</table>

### Example 7 for Domino 5 Data Source via JDBC–LDAP Bridge

The following chart shows an example of the parameters of the register card connection when you connect a Domino 5 database. The page size does not have to be entered in the url.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Domino 5</td>
</tr>
<tr>
<td>Driver</td>
<td>com.octetstring.jdbcLdap.sql.JdbcLdapDriver</td>
</tr>
<tr>
<td>User</td>
<td>Tenovis</td>
</tr>
<tr>
<td>Password</td>
<td>BspPassword</td>
</tr>
<tr>
<td>SQL Statement</td>
<td>select givenname,sn,cn,mail,telephonenumber from o=OSPC_Org</td>
</tr>
</tbody>
</table>
Setting the Address Parser

**Storing**

The address parser serves to convert all call numbers into a standard format which are sent by a telecommunications system which are retrieved by a database or entered by a user. The settings are carried out under Address Parser in **OSPC Config Tools**.

These converted call numbers are stored in a shadow database. This is not visible to the user. The address parser only serves to clearly identify a data set of the telephone book entries.

To carry out this conversion the address parser requires information about your own telecommunication system call number. The information has to be entered into the code numbers register.

**Observe the following when dealing with the address parser**

Please observe the following points when dealing with the address parser.

- The address parser serves only to clearly identify a data set of the telephone book entries.
- The address parser must be configured so that a data set can be clearly identified and the appropriate features can function in the **OSPC** application (i.e. subscriber properties).

**Telephone Systems in Networks**

When numerous telephone systems are joined together to form a network then the **Call Number Replacement** register is additionally required. The **OSPC** application can even identify a subscriber of a network system when the subscriber calls via the line with the help of this information.

The call number replacement reassesses the call number of a call. You also have to enter which digit sequence should be searched for and by what it should be replaced.

In case of an open call number plan, you have to create an assignment of the telecommunications call numbers to the node numbers in the call number replacement register. For this the telecommunications system call number of the external location is replaced by the telecommunications system call number of your own location and the node number of the external location.

In case of a closed call number plan you only have to enter the telecommunications system call numbers of the locations whereby the telecommunications system call number of the external location is replaced by the telecommunications call number of your own location.
Settings: Code-Numbers

If you enter an internal subscriber in the telephone book, the address parser supplements the call number with the appropriate code numbers.

The converted call number is not visible to the user. The call number is stored in a shadow database. The user always sees the call number in the telephone book in the way it was originally entered. The modes Standard, France and Spain are possible.

<table>
<thead>
<tr>
<th>Description</th>
<th>Explanation</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Country Code</td>
<td>Shows the international country code.</td>
<td>49 for Germany.</td>
</tr>
<tr>
<td>International</td>
<td>Shows the international code.</td>
<td>00</td>
</tr>
<tr>
<td>National</td>
<td>Shows the national code.</td>
<td>0</td>
</tr>
<tr>
<td>Local Network</td>
<td>Shows the local code.</td>
<td>711 for Stuttgart</td>
</tr>
<tr>
<td>Local PABX</td>
<td>Shows the call number of the telephone system.</td>
<td>13586</td>
</tr>
</tbody>
</table>

Example

If you enter an internal subscriber in the telephone book with the call number 1234, the converted shadow call number reads as follows:

+49    711    13586    1234

Country Code  Local Network  Local PABX  Direct inward dialling

Settings: Call Number Replacement

The OSPC application can also identify a subscriber from a network system if the subscriber is calling via the line with the help of the settings in the call number replacement registry.

The subscribers in the network are treated like internal subscribers by the telecommunications system. The address parser thus always creates a shadow call number with its own code numbers. That is why the telecommunication system call numbers of the external locations have to be reassigned with your own code numbers and if necessary the node numbers when making a call.

Please observe the following when dealing with call number replacement

The call numbers always have to be entered in an interrelated manner with country code and code i.e. +49711135.

Example of Call-Number Replacement with Closed Call Number Plan

Telephone System 1 in Stuttgart
Call number: +4971113586

Telephone System 2 in Frankfurt
Call number: +49697505

We are on system 1 in Stuttgart

If you enter one subscriber from Frankfurt into the telephone book with the internal call number 1234, the address parser will create the following shadow call number:

+49 711 13586 1234

Country Code  Local Network  Local PABX  Direct inward dialling

Settings for Call Number Replacement

The following details have to be entered for the example.
Example of Call-Number Replacement with Open Call Number Plan

**Telephone System 1 in Stuttgart**
Call number: +4971113586
Node number: 88

**Telephone System 2 in Frankfurt**
Call number: +49697505
Node number: 99

We are on system 1 in Stuttgart
If you enter one subscriber from Frankfurt into the telephone book with the internal call number 1234991234 (99 is the node number for Frankfurt), the address parser creates the following shadow call numbers:

<table>
<thead>
<tr>
<th>Country Code</th>
<th>Local Network</th>
<th>Local PABX</th>
<th>Direct inward dialling</th>
</tr>
</thead>
<tbody>
<tr>
<td>+49</td>
<td>711</td>
<td>13586</td>
<td>991234</td>
</tr>
</tbody>
</table>

**Settings for Call Number Replacement**
The following details have to be entered for the example.

<table>
<thead>
<tr>
<th>From</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>+49697505</td>
<td>+497111358699</td>
</tr>
<tr>
<td>Telecommunications</td>
<td>Telecommunications system call number of your own Location</td>
</tr>
<tr>
<td>System Call Number of External</td>
<td></td>
</tr>
</tbody>
</table>
Country Settings for France and Spain

If you mark France or Spain in the mode option fields you'll be offered other country-specific configuration fields.

Settings: Code Numbers France

<table>
<thead>
<tr>
<th>Name</th>
<th>Explanation</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Country Code</td>
<td>Zeigt die internationale Länderkennung.</td>
<td>33 for France</td>
</tr>
<tr>
<td>International</td>
<td>Shows the international area code.</td>
<td>00</td>
</tr>
<tr>
<td>Provider</td>
<td>Provider Code.</td>
<td>0</td>
</tr>
<tr>
<td>Local Network</td>
<td>Shows the local code.</td>
<td>1</td>
</tr>
</tbody>
</table>

Area:

<table>
<thead>
<tr>
<th>Name</th>
<th>Explanation</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Subs.</td>
<td>First subscriber call number of the call number block</td>
<td>000</td>
</tr>
<tr>
<td>Last Subs.</td>
<td>Last subscriber call number of the call number block</td>
<td>500</td>
</tr>
<tr>
<td>Header Number</td>
<td>Shows the confirmed digits of a call number block belonging to the telephone system.</td>
<td>12345</td>
</tr>
</tbody>
</table>

Example

If you enter an internal subscriber in the telephone book with the call number 222, the converted shadow call number reads as follows:

```
+33 0 1 12345 222
```

Settings: Code Numbers Spain

The details on the code names for France apply analogously to Spain. Only the fields Country Code, International and Area are available.
Tips and Tricks

Starting and Exiting the OSPC Server

The following description is only valid for the OSPC up to version 140! From version 200 onwards the OSPC Server runs as a utility. It comprises the following utilities:

- Tenovis OSPC Database
- Tenovis Phonebook Server
- Tenovis Phonebook Server – UpdateService
- Tenovis Phonebook Server – WebAccess
- Tenovis Phonebook Server – AbsenceInfoPusher

and can be started or closed using these utilities.

1. **Exiting**
   In order to exit the OSPC Server you have to click on **Exit**.

Starting OSPC without OS

The **OSPC** application can be used normally with an operator set (OS). For service purposes you can also use the **OSPC** application without an operator set (OS). This way you can only set up users with a PC and create work profiles.

Proceed as follows to start the **OSPC** application without OS.

1. Start the OSPC application with the following add-on:
   **OSPC.exe** –o

Test Connection to Web Server with Activated Outlook Absence

In order to use the activated absence message in Microsoft Outlook the Absence Info Server (AIS) has to be installed. There has to be a connection to the OSPC web server (Tomcat). The internet options of the operating system are used for establishing the connection. Any proxy server that may be entered has to find the OSPC web server.

Proceed as follows to check the connection.

1. Open a browser, i.e. Microsoft Internet Explorer.
2. Enter the following address:
   http://name of the web server computer: 8080
3. The browser has to show the appropriate page.
**Information for Service or Hotline**

Choose **START > PROGRAMMES > TENOVIS > OSPC Service**. This will create the **OSPCInfoLog.txt** file on the C:\ drive. This log file contains all OSPC- and PC-related data. This must be carried out on the client and server PC.

This file contains the following information:

1. OSPC complete version
2. Software version of the optional software (WEB, NBA, PUM, ....)
3. Operating system and version, if required, service pack
4. Version of the used program libraries (DLL, VBX, OCX or others)
5. Associated registry entries (OSPC, Licence Server, all modules etc.)
6. Network settings (IP, Subnet Mask, Standard Gateway, DHCP Server, routes)
7. Listing of runtime errors recognised and registered in the event display (individual protocols)
8. Some settings from the zConfig file
9. Description of the OSPC environment, names of e.g.: Exchange Server, OSPC Server, OSPC Clients
10. ODBC Administration settings (System DSN)
11. HOST file entries
Registration

Experienced users can change the settings in the registration.

All registration entries can be found under:
HKEY_LOCAL_MACHINE\SOFTWARE\Tenovis

The following list shows the most important registration entries and appropriate explanations.

- **OSPC WebAccess\AbsentURL**
  Shows the Absence Info Server (AIS) for the plugin for Microsoft Outlook under whose name the web server can be reached. Simply change the name of the server. Do not make any other changes.

- **OSPC WebAccess\Debug**
  If you set this value from 0 to 1 a debug window will open when you start Microsoft Outlook. You can use this function if the plugin for Microsoft Outlook does not work.

Host Name

If you enter the name of a server you have to use the host name.

Here's how to find out about the host name

1. To find out the host name open a DOS box on the appropriate PC.
2. Enter `hostname`.
3. Press RETURN. The host name is displayed.

There is a Sybase database of the same name in the network

If there is a Sybase database of the same name (OSPC) in the network (LAN) the appropriate message will appear.

Note: You can only enter the name of the OSPC database during installation. The name of the OSPC database cannot be altered later.

Differentiation between external and internal call numbers does not work

Sometimes the differentiation between external and internal call numbers does not work in OSPC. Please ensure that all external call numbers are entered with codes even when they are in your own local network. This is the only way of clearly storing call numbers.

OSPC does not start

Your PC has to either be equipped with a network card or you have to use the Microsoft Loopback Adaptor (hardware assistant, add new device, manual, network adaptor, and manufacturer: Microsoft, Loopback Adaptor).

You can enter the command PING LOCALHOST in an entry request for testing.

**If only the Splash Screen appears briefly:**

There is a problem with the Java installation! The Java plugin under system control must be set to standard and there must be no path to a JRE under the PATH system variable.
**Changing the OS—Hardware**

The hardware setting of the OS connected to the OSPC can also be changed after installation. If the hardware setting does not correspond with the hardware connected then OSPC will not start.

Correction:
Start OSPC in offline mode (see P. 47)
Change hardware settings.
Exit OSPC and restart with OS.

**Further Tips**

Further tips and tricks can be found in the Avaya–Tenovis Technology Centre:
Technology Centre > Applications > OSPC > Documentation > Tips & Tricks
Chapter overview

Brief content
In this topic you learn how to install and use the OSM application.

Contents
This chapter covers the following topics.
- Application
- Installing
- Starting OSM
- Commands and menus
- Using OSM
Application

Service functions
The OSM (Operator Set Manager) program enables the commissioning and maintenance of OS33 operator sets.

The OSM program requires a PC with a V.24 interface and the Windows 98, Windows NT 4.0 or Windows 2000 user interface.

A personal computer with OSM can be connected to the V.24 interface of the CTI/Audio link on the operator set.

The OSM program provides the following service functions:

– Read terminal ID
– Load and save configurations
– Administer OS13 users
– Load operator set language
– Set feature options
– Set interface parameters (V.24, Braille module)
– Import phone book data
– Administer OSM users
– Software Download

Restriction
Please note that you cannot use the OSM und OSPC simultaneously on a PC.

System requirements for OSM
The following system requirements apply for the PC:

– PC with Intel 400 MHz Pentium Processor (or better)
– 32 MByte memory (RAM) for Windows 98 and Windows NT4.0, 64 Mbyte memory (RAM) for Windows 2000
– 500 MByte hard disk
  100 MByte available hard disk space
  the service tool requires approximately 10 MByte
– Graphic card with a resolution of at least 1024 x 768 pixels and 65,536 colours (2 MB memory)
– 3.5 inch floppy disk drive
– CD–ROM drive
  (for installing the operating system)
– MF keyboard
  (Windows–compatible keyboard recommended)
– Pointing device (mouse)
– 1 free COM port
– 15” VGA colour monitor
  a 17” VGA colour monitor is recommended
– Operating system: Windows 98, Windows NT4.0 or Windows 2000
– You need a printer that can do graphics for printing label strips.
Functional overview

OSM

The following figure shows the interaction of the individual components.

![Diagram showing interaction of components]

Components

OS
An OS operator set saves a configuration. Up to ten OS33 users can be configured in one configuration.

OSM
With the OSM program you edit configurations for the OS operator set. To communicate with the operator set the OSM requires the TSPV program. This is automatically started when you start the OSM.

TSPV
The program Telephony Service Provider (TSPV) is used for the communication between the operator set and the OSM program.

V.24 interface
The V.24 interface of the PC is connected to the V.24 interface of the CTI/Audio or Service link of the operator set (on the OS13 with the V.24 interface of the OS13).

Hard disk
A hard disk drive (HDD) or another data medium stores the necessary files.
Installing

Requirements

The following conditions must be met before you can install the OSM application.

- OSM software kit
- You must be logged in as an administrator.
- Windows 98, Windows NT 4.0, Windows 2000 or Windows XP must be installed.
- The fonts Arial and Arial Bold must be installed.
- You require approximately 10 MB of free memory on the hard disc for the installation.
- End other Windows programs (e.g. MS WORD).
- If you use a screen saver under Windows, deactivate it before you install OSM. When the installation is completed, you can use the screen saver again in the accustomed manner.

Installing

The following instructions describe how you install the setup type OSM from OSPC.

2. Click on Next. The Software License Agreement dialogue opens. Read and observe the copyrights.
3. You must agree with the license agreement for the installation to be carried out. Click on Yes. The User information dialogue opens.
4. Enter the user’s name and company. You can use up to 40 alphanumeric characters for an entry. Click on Next. The Select destination path dialogue opens.
5. You can select the directory to which the corresponding data will be copied. Use the default. Click on Next. The Setup type dialogue opens.
6. Mark OSM in the selection. The component specified above is selected. Click on Next. The Select program folder dialogue opens.
7. The existing folders are displayed. Use the default setting Tenovis OSM. Click on Next.
8. The installation starts. The files are copied. The process requires approximately one minute. The Setup completed dialogue opens. Click on End.
9. Installation of the OSM application is completed. Restart your PC. After you have installed and started the OSM, you can change the hardware and software used.
Installing patch for OS33 software v02.01 or higher

When you have connected a OS33 with v02.01 or higher to OSM or you are going to loading such a software, you must have installed OSM software 01.51.006.00.012. Additionally you have to install a patch:

1. Exit OSM.
2. Open the directory Program files/Tenovis/TenovisOSM.
3. Locate the file OSM.exe and exchange it with the patch of the same name and the version number 1.51.2.12 (to check a file’s version: mark the file in the windows explorer and press Alt+Enter).

Program directory

The following program directory is located on your hard disc following the installation.

<table>
<thead>
<tr>
<th>Program directory</th>
<th>Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>..\Tenovis\TenovisOSM\</td>
<td>Runnable programs, help file exe, dll, hlp</td>
</tr>
<tr>
<td>..\Tenovis\TenovisOSM\Data\Endg\eprogn.a</td>
<td>Terminal program OS13_a / old hardware</td>
</tr>
<tr>
<td>..\Tenovis\TenovisOSM\Data\Endg\eprogn.b</td>
<td>Terminal program OS13_b / new hardware</td>
</tr>
<tr>
<td>..\Tenovis\TenovisOSM\Data\Endg\v0200_xx.os3</td>
<td>Terminal program OS33</td>
</tr>
<tr>
<td>..\Tenovis\TenovisOSM\Data\konf</td>
<td>Configurations</td>
</tr>
<tr>
<td>..\Tenovis\TenovisOSM\Data\lang</td>
<td>Language modules for OS33</td>
</tr>
<tr>
<td>..\Tenovis\TenovisOSM\Data\lang_01_6</td>
<td>Language modules for O13_a / old hardware</td>
</tr>
<tr>
<td>..\Tenovis\TenovisOSM\Data\lang_02_0</td>
<td>Language modules for OS13_b / new hardware</td>
</tr>
<tr>
<td>..\Tenovis\TenovisOSM\Data\lang_02_1</td>
<td>Language modules for OS33 02.01_xxx</td>
</tr>
</tbody>
</table>
Starting OSM

Requirements

The following conditions must be met before you can start the OSM application.

- Your administrator has installed an operating system and the OSM application on your PC.
- The PC is connected to the OS13/33 operator set via the CTI/Audio or Service link.
- The OS operator set is connected to the PABX.
- All components are running and operational.
- You are logged in on your PC.
- If an OSPC is installed on the same computer, OSPC (client) must be ended before starting OSM.

Ways to start the OSM

You can select one of the following options to start the OSM application.

- Using OSM shortcut icon
- Using task bar
- Using a keyboard shortcut

Using OSM shortcut icon

The OSM shortcut icon must have been created on your desktop.

1. Double-click the OSM icon.

2. The OSM starts. The login window appears.

Using task bar

Proceed as follows to start OSM:

1. Click on Start.
2. Point to Programs.
3. Point to Tenovis OSM.
4. Click on the Tenovis OSM icon. The OSM starts. The login window appears.
Keyboard shortcut

A key combination (e.g. CTRL+ALT+O) must be configured before you can use it as a shortcut. Please refer to the Windows documentation for how to create keyboard shortcuts.

1. Now press the configured key combination, e.g. CTRL and ALT and O. The OSM application starts.
2. The login window appears.

Signing on

Enter your user name for the OSM and your password. If you have not set a user name yet, the name is osm and the password is osm. The name entry is case–sensitive.
Commands and menus

Using OSM

With OSM you work exactly the same as with other Windows applications. In OSM you perform actions such as click, double click or drag and use the menus etc. If you are not familiar with these actions, take time to read your Windows user guide.

Note that this topic does not describe every command and dialogue of the OSM program in detail. You can display detailed online help for every command or dialogue in the OSM. Press either F1 or select the Index command in the Help menu to display the online help.

Commands of the File menu

The following list shows the commands of the File menu.

- New
- Open
- Save
- Save As
- About
- Logout
- Exit

OS menu commands

The following list shows the commands of the OS menu.

- Hardware
- Terminal ID
- Key assignment
  Destinations
    Functions
    Macros
    OS
    DSS module 1
    DSS module 2
- Busy Display
- Emergency Call Number
- User
- World Times
- Configuration Export
- V24/AEI Parameters
- Labelling strip
- Configuration report
OSM menu commands

The following list shows the commands of the OSM menu.

- User
- Options
- V24 Setup

Extra menu commands

The following list shows the commands of the Extra menu.

- Program Download
- Configuration adjustment
- Configuration Import
- Configuration Export

Commands of the Help menu

The following list shows the commands of the Help menu.

- Contents and Index
- Using help
- About ...
Introduction

The following points provide a step-by-step introduction to the OSM program. For example, you can proceed when you use the OSM for the first time and are not yet familiar with the individual functions. Create your own user profile if you are not yet set up as an OSM user. If you are familiar with the OSM, work in the manner you feel practical.

Setting up OSM users, system language and profiles

First configure the OSM program. The next time you start OSM you can log in with your name and password.

1. Select the User command in the OSM menu. The OSM User Authorisation dialogue appears.
2. Click on the Insert button. Enter your name and your desired password.
3. Select the desired startup windows. Change the of the labelling strip printout (1 to 10 mm) or use the default.
4. Select your desired profile by clicking on the corresponding option button.
5. Confirm your changes with OK. The next time you start the OSM you can log in with your name and password.

Selecting the hardware and software used

To be able to use the different set software, you must select the related hardware.

1. To be able to use the different set software, you must select the related hardware.
2. Select the corresponding option Hardware. Find the reference number on the back of your set: OS13_a old hardware corresponds to the set number 20.5945.xxxx. OS13_b new hardware corresponds to the set number 49.9807.xxxx. The marking of the OS33 is unique.
3. Select the corresponding option Software. Old hardware version OS13_a with the software version V01.51xxx or V01.61xxx. New hardware version OS13_b with the software version V01.61xxx. For the OS33, you choose between software versions v01.61xxx, v02.00.xxx and v02.01.xxx.
4. Click on OK.
Setting up window and font height for label strip

Specify whether the windows for OS, DSS Module 1 and DSS Module 2 are to appear immediately when the OSM program is started.

1. Select the V24 Setup command from the OSM menu. The OSM Settings dialogue appears.
2. Mark the desired startup windows.
3. Change the font height for the printout of the label strip (1 to 10 mm) or apply the default setting
4. Click on the OK button to save your changes.

Setting the V.24 interface of the PCs

Set the parameters for the V.24 interface of the PC. If the parameters for the V.24 interface are changed, the OSPC application also starts the next time with these parameters.

2. Note that some keys (e.g. the numeric keys) of the operators set are permanently labelled.
3. Click on the OK button to save your changes.

Loading the basic configuration

To prevent you from having to reassign all the keys of the operator set, the basic configuration tenovis_d.cnf is shipped with the OSM. In this English basic configuration the keys of the operator set are assigned with predefined functions.

1. Select the Open command in the File menu. The Load Configuration dialogue appears.
2. Double-click on the “tenovis_d.cnf” configuration. The configuration is loaded.
3. Select the Save As command from the File menu.
4. Enter your desired file name and save your configuration. Please note that the file name and the name of the configuration need not match.
**Editing the OS users**

You can configure a maximum of ten users for an operator set. A revisor must always be configured. You cannot delete the revisor. In addition, you can configure a supervisor. A maximum of eight users remain, who you can configure either as temporary staff or operators.

1. Select the **User** command in the **OS** menu. The **Edit OS Users** dialogue appears.
2. Enter a new user, change an existing user and edit the options of a user.
3. The following options can be set for a user:
   - Acoustic signaling
   - Call types
   - Call options
   - Display
   - Outgoing traffic
   - Hold calls
   - Variants
   - Assign

   Select the desired options.
4. Confirm your changes with **OK**.

**Editing the key pool**

The operator set can manage up to 100 destinations and 50 macros, and in addition you can have two World Times displayed.

Enter your destinations, create macros and set up the World Times as desired.

**Editing destinations**

The operator set can manage up to 100 destinations. You can assign a destination to a key. Depending on the authorisation, the OS user can also change the destinations on the set.

1. Click the **Destinations** button to open the **Destinations** dialogue.
2. Enter the desired destinations.
3. You can also import destinations. Note the format of the import file (see Online Help: **Format of a speed dialling file**).
Editing World Times

The operator set can display up to two World Times. The analogue clocks contain a text for the time zone and a meridian abbreviation "am" for morning and "pm" for afternoon. The minute indicator changes every minute (OS33) or 5 minutes (OS13) and the hour indicator at half hour intervals.

You can enter a place name and a time shift.

1. Click the World Times button to open the Set World Times dialogue.
2. Set the international Times.

Editing the macros

You can program a maximum of 29 functions or keys as a sequence to a macro key. You program macro sequences with drag & drop from function keys and destinations.

The OS operator set can save up to 50 macros.

You can change the order of the macro key sequence at a later time.

Note that you can no longer change the name of a macro later.

1. Click the Macro button to open the Macro dialogue.

Editing the key assignment

The OSM program enables you to edit the key assignment of the operator set and the additional modules comfortably with the mouse. You can delete and change the assignment of keys and assign keys with functions, macros or destinations.

1. Click the following button to edit the key assignment.
2. Click the DSS1 or DSS2 button to edit the key assignment.
3. Assign the OS operator set as desired with the keys from the key pool.

Setting up the busy display

The OS operator set's busy display encompasses ten pages. Fifty subscribers are shown on every page.

You have to enter the first subscriber number for every page of the busy display. If, for example, you enter the number 1050, the extensions with the numbers 1050 to 1099 appear in the busy display.

As of version 02.01.000 of the OS33 the busy display supports 9-digit call numbers.

You can set several options for the busy display.
1. Select the **Busy display** command in the **OS** menu. The **Busy display configuration** appears.
2. Configure the settings.
3. Confirm your changes with **OK**.

### Setting up the emergency call number
You can enter an emergency call number with a maximum 24 digits. Enter the digits with the numeric keys. In the logged out state, the operator set then has an emergency call key.

1. Select the **Emergency call number** command in the **OS** menu. The **Input Emergency Call** dialogue appears.
2. Enter the emergency call number.
3. Confirm your changes with **OK**.

### Setting parameters for V.24 and AEI interface
You set the parameters for the V.24 interface and the AEI interface. Please note that these changes also affect the V.24 settings of the OSPC.

1. You set the parameters for the V.24 interface and the AEI interface.
2. Configure the settings.
3. Confirm your changes with **OK**.

### Printing labelling strips
Labelling strips are used to label the 17 function keys and the keys of the DSS modules.

For the operator set user you print a labelling strip on the printer selected under Windows. The key functions are printed on the labelling strip. The text strips must be cut out and placed in the recesses provided on the housing.

1. Select the **Labelling strip** command in the **OS** menu. The default dialogue **Print** appears.
2. Click the **OK** button to print out the labelling strip.

### Saving the configuration
You have set up your configuration for the operator set or loaded it from the operator set. Save it.

1. Select the **Save** command in the **File** menu.
2. Your configuration is saved.

### Transferring a configuration to the **OS**
If you want to copy your configuration to the operator set, select the configuration adjustment. The PC must be connected to the operator set via the AEI/Audio link.

You can only perform the configuration adjustment in the logged out state of the operator set.

You learn how to load a configuration in the topic: Loading a configuration in Chapter 3 (Page 75).

1. Select the **Configuration Adjustment** command in the **Extra** menu. The configuration adjustment starts.
2. OSM checks the connection to the operator set. The display **Initialisation...** appears. The initialisation lasts about 10 seconds.
3. OSM shows you the name of the current configuration in OSM on the left hand side (e.g. tenovis default) and the name of the configuration of the OS operator set on the right hand side. For both configurations the status is displayed. Either changed! or not changed is displayed as a status.

4. OSM recommends either Download (–––>) or Upload (<–––). The appropriate button is highlighted.

5. Click the –––> button for download. The configuration is adjusted.

6. At download the operator set displays Loading the configuration. The PC shows the window Configuration Adjustment. During an upload the operator set shows Saving the configuration in the OSM.

7. After the configuration download is ended, the language is also transferred. After a successful language download, the message Language download successful appears on the PC.

8. If no language download is required, the following message appears Language download not necessary.

Software download for OS33

You can load a new software to your OS33 with the OSM. The download is started as follows:

1. Select the command Hardware in the OS menu. The dialogue OS appears. Select the correct OS and the corresponding software. (the currently loaded, not the version, you will load!)

2. Select the Program Download menu item in the “Extra” menu. The Terminal Software Download window opens.

3. Select the correct COM port in the “Port” combination field.

4. Select the software file via the “Open file” button.

5. Start the download via the “Download” button.

   Note: If some error messages appear, confirm and restart the download via the “Download” button.

6. While the download status messages and a process indicator will be displayed. After the completion OSM shows the message „Download successful”.

Initiating software download for OS13

You can load a new software to your OS13 with the OSM. The download is started as follows:

1. Select the OS dialogue and the corresponding software in the “OS/Hardware” menu.

2. Set the baud rate to 38400 baud in the “OSM\V.24 Setup” menu.

3. Switch the OS13 into the download mode.

4. Select the Program Download menu item in the “Extra” menu.

5. The download starts automatically. The “Program Download” dialogue appears. First the connection to the OS13 is initialised, then the download is carried out. The program file is loaded which is located under OSM\Data\Endg\ with the designation eprogn.a or eprogn.b.
**Using Help**

When working with OSM, you can call help by selecting the **Index** command from the **Help** menu or by pressing **F1**.

1. The help is context-sensitive which means that you get help on the selected command or the open dialogue when you press **F1**.
End

Proceed as follows to end the OSM.

1. Select the **Exit** command in the **File** menu. The **OSM** application is ended. Also make sure that the TSPV driver (in the task bar) is ended. End the TSPV driver manually if necessary.
# Glossary

## Chapter overview

### Brief content

In conjunction with this topic, abbreviations and terms are used which are uncommon in ordinary language usage.

This topic contains the most important abbreviations and terms with explanations in alphabetical order.

### Contents

This topic covers the following points.

- Terms
- Abbreviations
Terms

1st Party Call Control
With the 1st Party Call Control there is a clear relationship between the telephone and the computer at the respective workstation. The two devices are generally connected with a cable for the exchange of information.

3rd Party Call Control
With a so-called 3rd Party Call Control a large range of functions can be achieved. Here a CTI software not only controls an individual telephone, but instead a PABX. As all information on the telephones is stored in the PABX, a direct connection between the computer and the telephone is unnecessary. Instead, the PABX must be equipped with a CTI interface to which a CTI server is connected. The telephony software, which now assumes control of the PABX, is divided into two parts: On the one hand, the control software that communicates directly with the PABX is located on the CTI server. On the other hand, a telephony program runs on each PC that establishes the connection to the CTI application. In addition to the functions offered by the 1st Party Call Control applications, the 3rd Party Call Control offers a number of additional features. For example, the switching of incoming calls to certain extensions based on the telephone number of the caller or database enquiries. Of particular interest is the use of a 3rd Party Call Control in call centres and at telemarketing agencies. Here it is important to distribute the incoming calls according to various criteria to the suitable agents and to control a corresponding application on the respective PC. For outgoing connections as well, the 3rd Party Call Control helps, for example by being able to establish the calls with a power or predictive dialler.

API
API means Application Programming Interface.

CAPI
CAPI is the abbreviation for Common ISDN–API, i.e. common application program interface for ISDN. This is a software interface between ISDN adapters and ISDN application software developed by German ISDN adapter manufacturers in co-operation with the FTZ. The standardised CAPI interfaces Version 1.1 and 2.0 are supported as an application interface. (The CAPI Version 1.1 is oriented toward supporting the basic functions and the function set of 1TR6, while CAPI Version 2.0 also supports Euro–ISDN).

Client
Client is a term from the network sector. A client makes use of services, and therefore a workstation connected to the server is referred to as a client. The client sends enquiries from the user in a special protocol to the server and displays its answers in readable form on the screen.

CSTA
CSTA means Computer Supported Telecommunications Application. This standard is a specification of the ECMA. Additional information is contained in the following manuals: Standard ECMA–179, Standard ECMA–180, Standard ECMA–217, Standard ECMA–218
Additional information is available on the Internet at: http://www.ecma.ch/ecma1/STAND/standard.htm
CTI

CTI means Computer Telefony Integration. In practice the following CTI functions play a more important role. The ability to initiate a telephone call from within various application programs with a mouse click is of particular interest for daily use. If the connection is not established, the call number is automatically dialled again at a later time. The type and scope of the possibilities offered by a CTI integration is highly dependent on the respective type of implementation.

DLL

DLL means Dynamic Link Library.

ECMA

ECMA means European Computer Manufacturers Association.

ID

ID means Identification Number.

ISDN

ISDN means Integrated Services Digital Network.

IPX

IPX means Internet Packet Exchange.

JAVA

JAVA is a programming language developed by SUN.

JTAPI

JTAPI means Java Telephony Application Programming Interface. JTAPI is an interface definition specified by a group of well–known telecommunications manufacturers for connecting Java applications to PABXs.

JVM


LAN

LAN means Local Area Network.

Module Manager

The Module Manager forms the communications interface between the individual modules in the network and the PABX. The communications connection to the PABX is managed by the Module Manager. As a result, CSTA messages can also be sent to the PABX via the network. The Module Manager manages the various communications connections to the PABX.

NETBEUI

NETBEUI means NETBIOS Extended User Interface.

NETBIOS

NETBIOS means NETwork Basic Input Output System.

RPC

RPC is the abbreviation for Remote Procedure Call. An RPC is the calling of a procedure in a module or task that takes place on a (possibly) remote computer. To be exact, a procedure is called on a computer (local host) that is called carried out on another computer (remote host). Any results and the fact that the procedure has ended are returned to the first computer (local host).
<table>
<thead>
<tr>
<th>Terms</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Server</td>
<td>Server comes from &quot;to serve&quot;. A server is a central computer in a network that provides the workstations/clients with data, memory and resources.</td>
</tr>
<tr>
<td>Socket</td>
<td>Socket is a mechanism that enables a virtual connection between two processes. The mechanism is addressed via a socket address. This socket address consists of a port number and the host address.</td>
</tr>
<tr>
<td>SPI</td>
<td>SPI means Service Provider Interface. This interface is created by the corresponding manufacturer.</td>
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<tr>
<td>TAPI</td>
<td>TAPI is an abbreviation for Telephony Application Programming Interface. TAPI is a telephony software interface from Microsoft.</td>
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<tr>
<td>TCP/IP</td>
<td>TCP means Transmission Control Protocol. IP means Internet Protocol. TCP/IP complies with the two most important requirements place on a network. First, it ensures a reliable transmission. Second, TCP/IP offers an addressing scheme so that each computer can be given a unique address. The numbering of a computer is adopted by the IP protocol.</td>
</tr>
<tr>
<td>TNCCT</td>
<td>TNCCT means Telenorma Computer Controlled Telephony.</td>
</tr>
<tr>
<td>TSAPI</td>
<td>TSAPI means Telephony Server Application Programmer Interface.</td>
</tr>
<tr>
<td>VTM2</td>
<td>VTM means Voice Transmitting Module. The Voice Transmitting Module enables access to the I33x PABX.</td>
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# Abbreviations

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<th>Ampere</th>
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<td>AC</td>
<td>Alternating current</td>
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<tr>
<td>AE</td>
<td>Additional Equipment</td>
</tr>
<tr>
<td>AEI</td>
<td>Additional Equipment Interface</td>
</tr>
<tr>
<td>AKZ</td>
<td>Amtskennziffer (selection code)</td>
</tr>
<tr>
<td>ARVT</td>
<td>Anrufverteilung (call distribution)</td>
</tr>
<tr>
<td>ASCII</td>
<td>American Standard Code for Information Interchange</td>
</tr>
<tr>
<td>B</td>
<td>BIOS (Basic Input Output System (operating system))</td>
</tr>
<tr>
<td>Bit</td>
<td>Binary Digit (binary digit 0 or 1, smallest unit of information)</td>
</tr>
<tr>
<td>BLS1</td>
<td>Basic PCB with S0 interface</td>
</tr>
<tr>
<td>Byte</td>
<td>Unit of information consisting of 8 bits (= 1 character or code)</td>
</tr>
<tr>
<td>C</td>
<td>CCITT (Comité Consultatif International Télégraphique et Téléphonique)</td>
</tr>
<tr>
<td>CE</td>
<td>Communauté Européenne (CE certification)</td>
</tr>
<tr>
<td>CD</td>
<td>Compact Disc</td>
</tr>
<tr>
<td>CPU</td>
<td>Central Processing Unit</td>
</tr>
<tr>
<td>D</td>
<td>DAE (Digitale Anschlusseinheit (digital connection unit))</td>
</tr>
<tr>
<td>DC</td>
<td>Direct current</td>
</tr>
<tr>
<td>DOS</td>
<td>Disc Operating System</td>
</tr>
<tr>
<td>DSK</td>
<td>Digitaler Sprechkreis (digital speech circuit)</td>
</tr>
<tr>
<td>DSS</td>
<td>Direct Station Selector</td>
</tr>
<tr>
<td>DUWA</td>
<td>Durchwahl (direct inward dial – DID)</td>
</tr>
<tr>
<td>E</td>
<td>EDS (Enterprise Directory System (central electronic phone book))</td>
</tr>
<tr>
<td>EEPROM</td>
<td>Electrically Erasable Programmable Read Only Memory</td>
</tr>
<tr>
<td>EMC</td>
<td>Electromagnetic Compatibility</td>
</tr>
<tr>
<td>ETB</td>
<td>Electronic Telephone Book</td>
</tr>
<tr>
<td>ETSI</td>
<td>European Telecommunication Standard Institute</td>
</tr>
<tr>
<td>H</td>
<td>HSG (Hör- und Sprechgarnitur (Headset))</td>
</tr>
<tr>
<td>HV</td>
<td>Hauptverteiler (main distribution frame)</td>
</tr>
<tr>
<td>I</td>
<td>ISDN (Integrated Services Digital Network)</td>
</tr>
<tr>
<td>ISO</td>
<td>International Organization of Standardization</td>
</tr>
<tr>
<td>ITB</td>
<td>Integrated Telephone Book</td>
</tr>
<tr>
<td>ITAC</td>
<td>ISDN Terminal Adapter Circuit</td>
</tr>
<tr>
<td>L</td>
<td>LCD (Liquid Crystal Display)</td>
</tr>
<tr>
<td>LED</td>
<td>Light Emitting Diode</td>
</tr>
<tr>
<td>M</td>
<td>MFV (Mehr–Frequenz–Wahlverfahren (multi–frequency dialling method))</td>
</tr>
<tr>
<td>MOS</td>
<td>Metal Oxide Semiconductor</td>
</tr>
<tr>
<td>MS</td>
<td>Microsoft</td>
</tr>
<tr>
<td>O</td>
<td>OS (Operator Set Standard)</td>
</tr>
<tr>
<td>OSM</td>
<td>Operator Service Manager</td>
</tr>
<tr>
<td>OSPC</td>
<td>Operator Set PC</td>
</tr>
<tr>
<td>P</td>
<td>PC (Personal Computer)</td>
</tr>
<tr>
<td>PROM</td>
<td>Programmable Read Only Memory</td>
</tr>
<tr>
<td>R</td>
<td>RAM (Random Access Memory)</td>
</tr>
<tr>
<td>RN</td>
<td>Rufnummer (call number)</td>
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<tr>
<td>ROM</td>
<td>Read Only Memory</td>
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### Abbreviations

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<tr>
<td>SRG</td>
<td>Software</td>
</tr>
<tr>
<td>SW</td>
<td>Sprechzeug (Handset)</td>
</tr>
<tr>
<td>T</td>
<td>Telephony Application Programming Interface</td>
</tr>
<tr>
<td>TAPI</td>
<td>Terminal</td>
</tr>
<tr>
<td>TE</td>
<td>digitales Telekommunikationssystem (digital telecommunications system)</td>
</tr>
<tr>
<td>Tk</td>
<td></td>
</tr>
<tr>
<td>U</td>
<td>Universal–Anschluss–Einheit (universal connection unit)</td>
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<td>Schnittstelle für Datenübermittlung nach ITU–T–Recommendation V.24 (interface for data transfer according to ITU–T recommendation)</td>
</tr>
<tr>
<td>VA</td>
<td>Vermittlungsapparat (operator set)</td>
</tr>
<tr>
<td>VGA</td>
<td>Video Graphics Adapter</td>
</tr>
<tr>
<td>VT</td>
<td>vermittlungstechnisch (switching–related)</td>
</tr>
<tr>
<td>V</td>
<td>Volt</td>
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<td>W</td>
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<td>WE</td>
<td>Western Electric</td>
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